

FY 2019 Malawi Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



September 2019



Acknowledgements

The Malawi Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jessica Cameron, Antonina Redko, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Malawi country team and independent consultants Chifundo Lenia Chulu, Leonard Banda, Takondwa Stephen Monteiro, Thokozani Tamanda Nsasata, Florence Jumbe, Kondwani, and Kwame Chirwa. In particular, PORG is grateful for the support from Esther Lozo (Operations Assistant) who coordinated the survey related activities from Lilongwe, Malawi.



Country Opinion Surveys
THE WORLD BANK GROUP



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MALAWI





I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Malawi perceive the WBG. The survey explored:

- *General Issues Facing Malawi*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in Malawi*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From April to June 2019, 500 stakeholders of the WBG in Malawi were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a Minister; office of a Parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations.

A total of 254 stakeholders participated in the survey (51% response rate). Respondents either received the questionnaires via the online survey platform Qualtrics, or they received the questionnaire via courier and returned it accordingly.

Every country that engages in the Country Opinion Survey (COS) must include specific indicator questions that will be aggregated for the World Bank Group's annual Corporate Scorecard. These questions are identified throughout the survey report.

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'16 (response rate was 68%, N=340). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'16 COS report and the non-weighted data presented in appendices A, B, C, D and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 81).

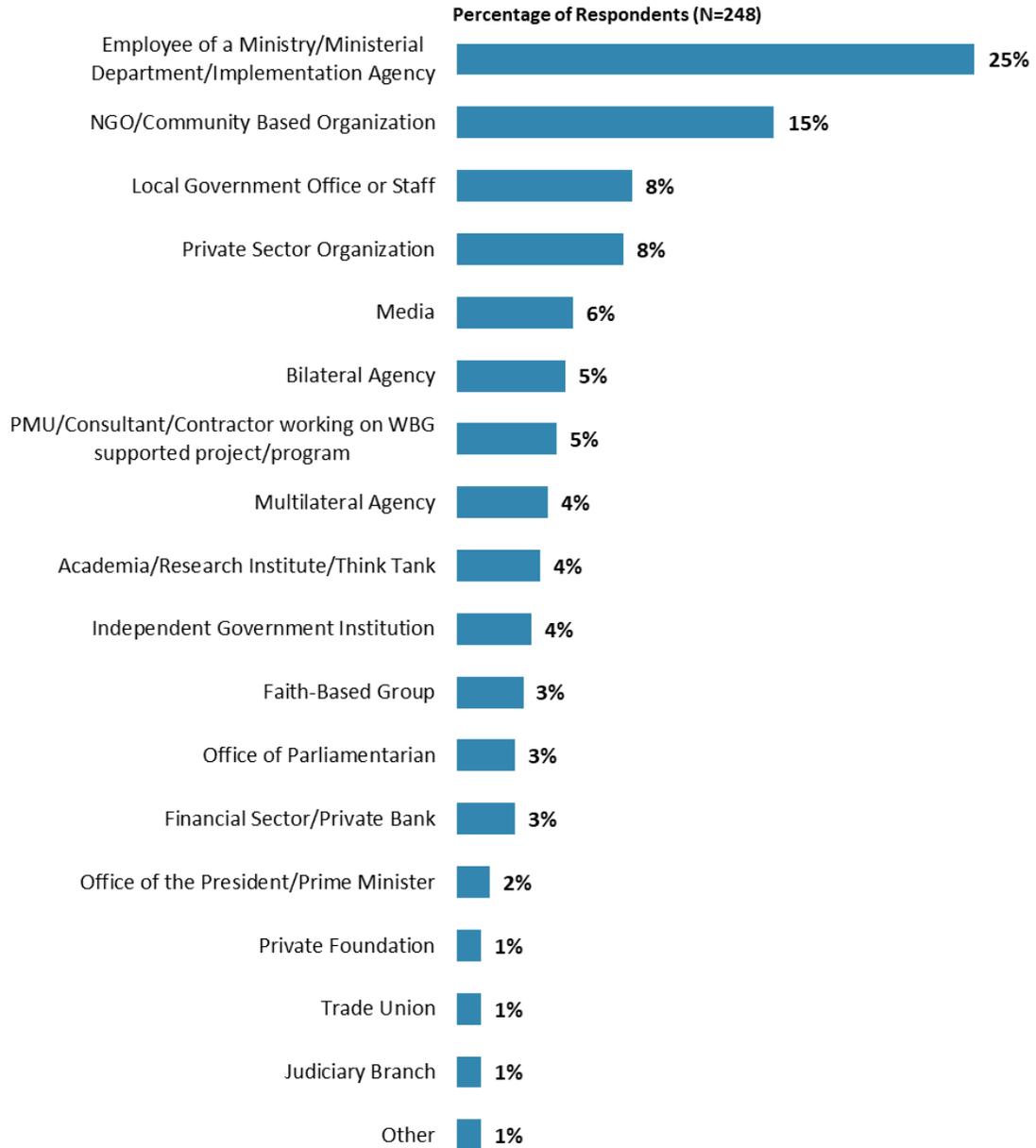
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, E and F present data on selected questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Position

- Note that for further analyses, some respondent groups were combined.¹



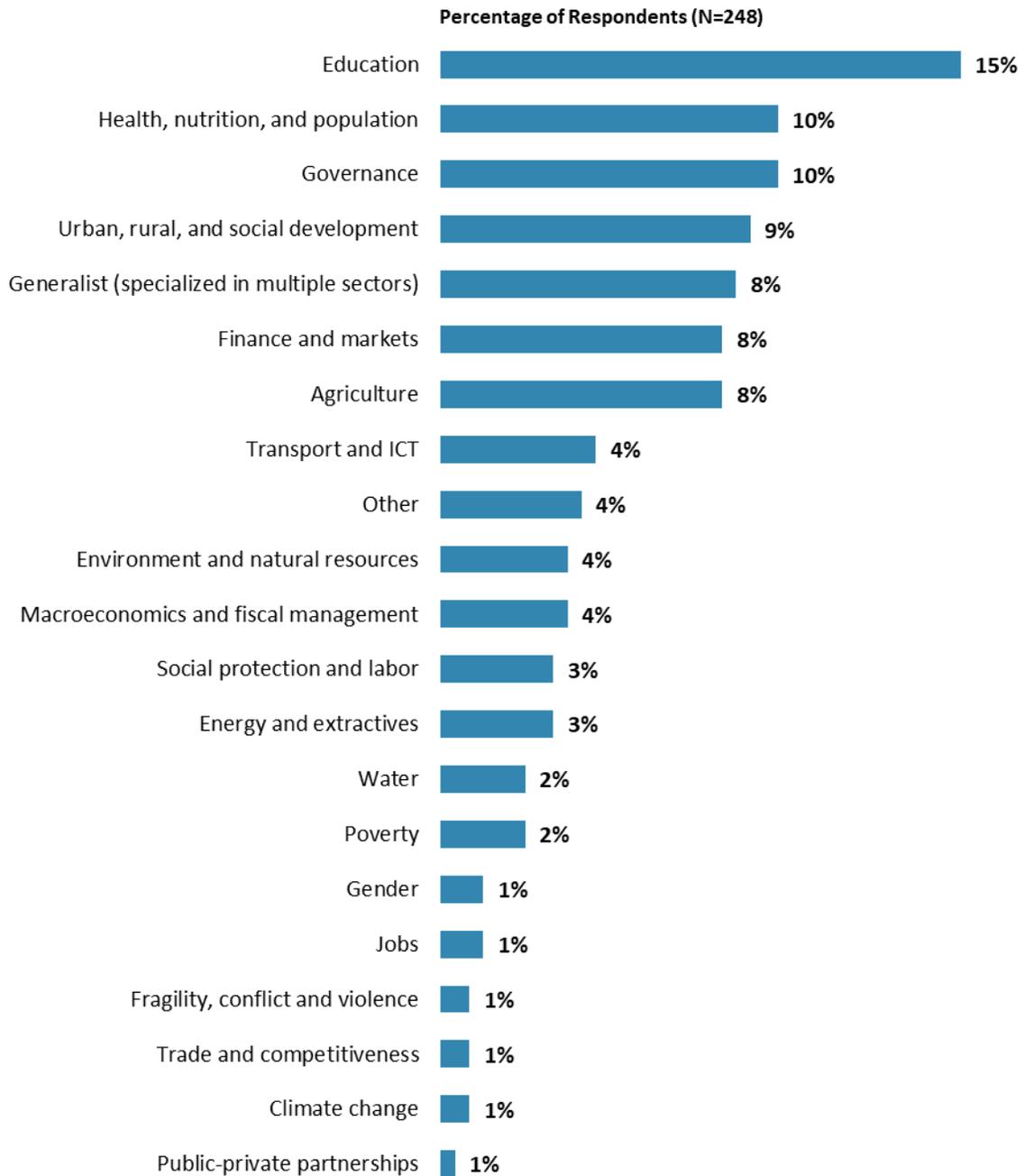
“Which of the following best describes your current position?”
(Respondents chose from a list.)

¹ Respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from private foundations, NGOs, community based organizations, trade unions, and faith-based groups were combined in the “CSO” category; and the small number of respondents from the office of the President/Prime Minister, and from the judiciary branch were included in the “Other” category.



III. Demographics of the Sample (continued)

Area of Primary Specialization

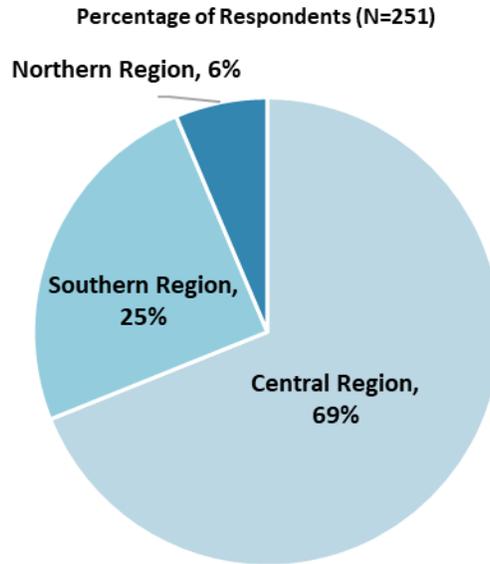


“Please identify the primary specialization of your work.”
(Respondents chose from a list.)



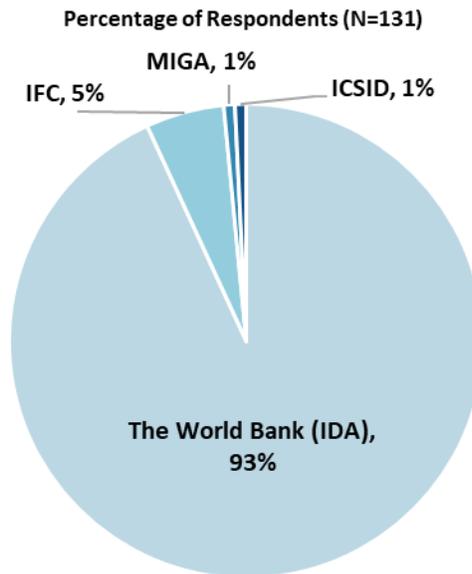
III. Demographics of the Sample (continued)

Geographic Locations



"Which best represents your geographic location?"
(Respondents chose from a list.)

Exposure to Agencies within the World Bank Group



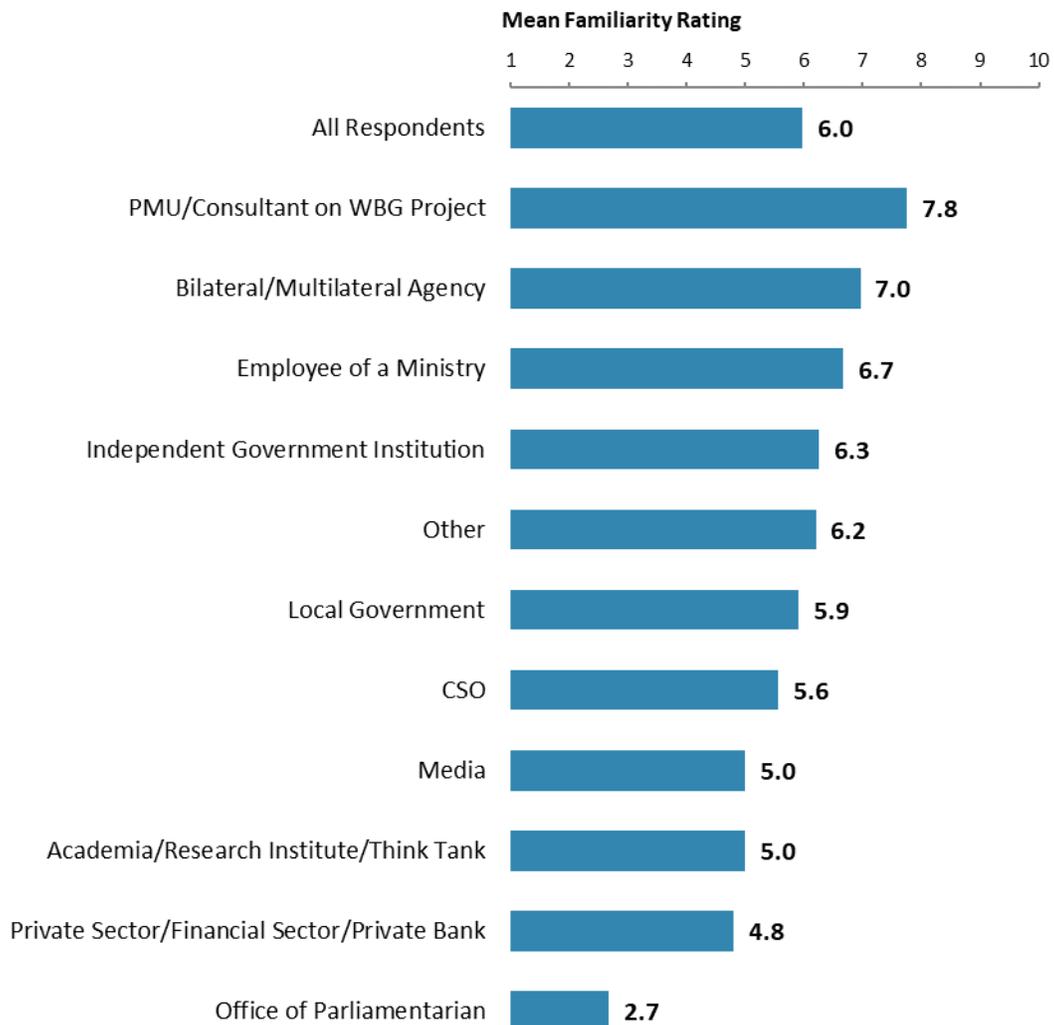
"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Malawi?" (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly lower levels of familiarity with the WBG compared to the FY'16 Country Survey (weighted mean in FY'19 = 5.9; weighted mean in FY'16 = 6.5)².
- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their ratings for the WBG's overall effectiveness in Malawi, and significantly, moderately correlated with their agreement that the WBG plays a relevant role in Malawi's development and with their ratings of the extent to which the WBG's work helps to achieve development results in Malawi.



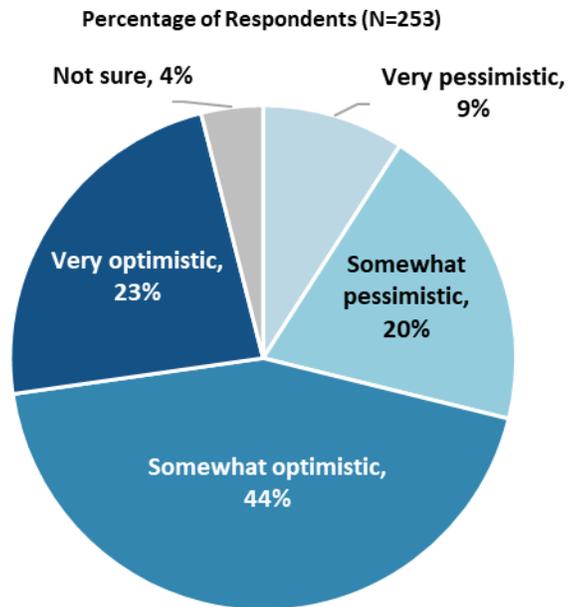
"How familiar are you with the work of the World Bank Group in Malawi?"
(1-"Not familiar at all", 10-"Extremely familiar")

² The means in the chart were calculated based on un-weighted data. Please refer to Appendix E (page 81) for more details on weighting.



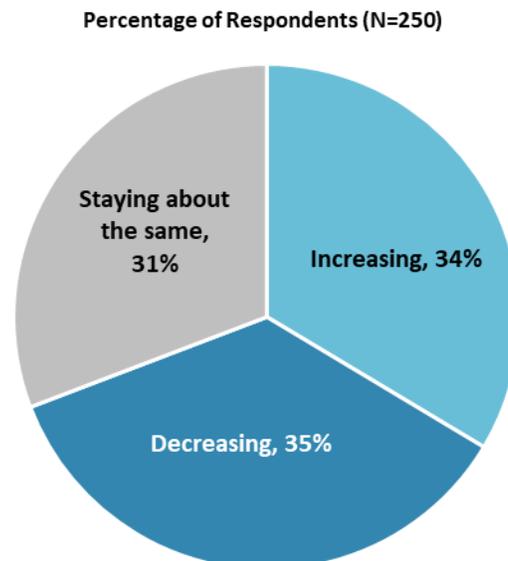
IV. General Issues Facing Malawi

Optimism for the Future of Malawi



"When you think about the future in Malawi, are you ... ?"
(Respondents chose from a list.)

Perceptions of Economic Opportunity

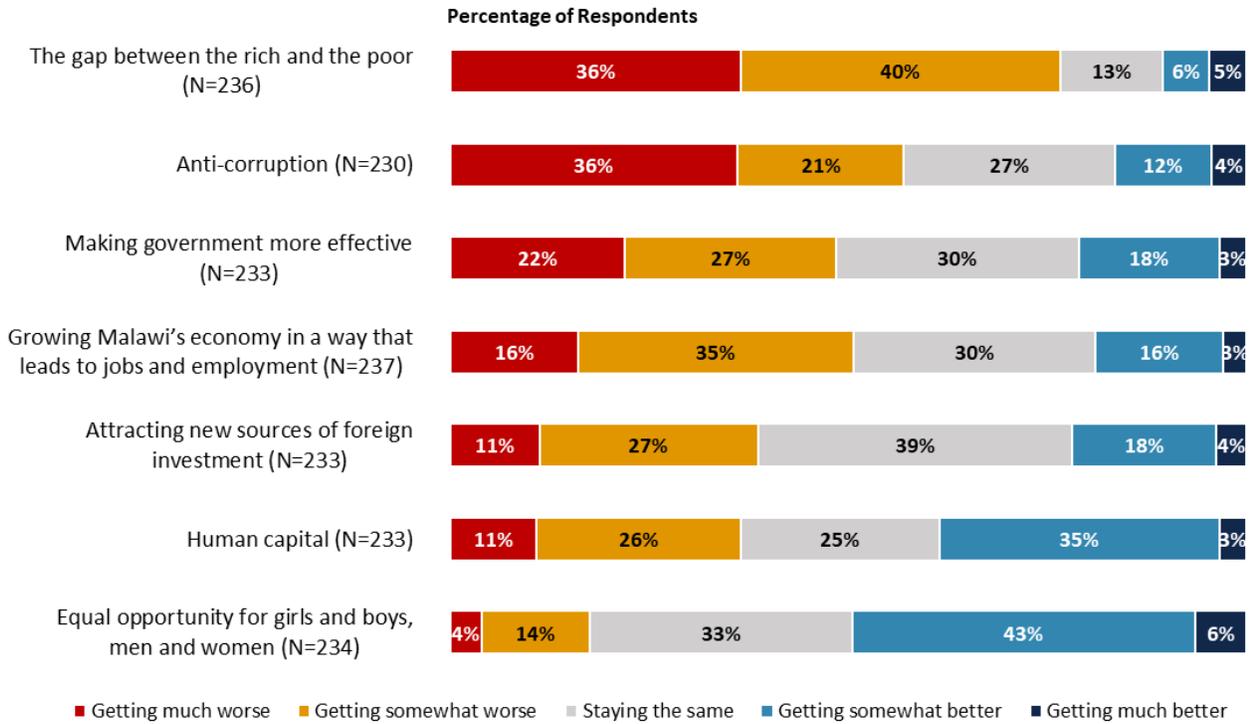


"Do you think that economic opportunity for citizens in Malawi is ... ?"
(Respondents chose from a list.)



IV. General Issues Facing Malawi (continued)

Perceptions of Improvement and Decline in Specific Areas



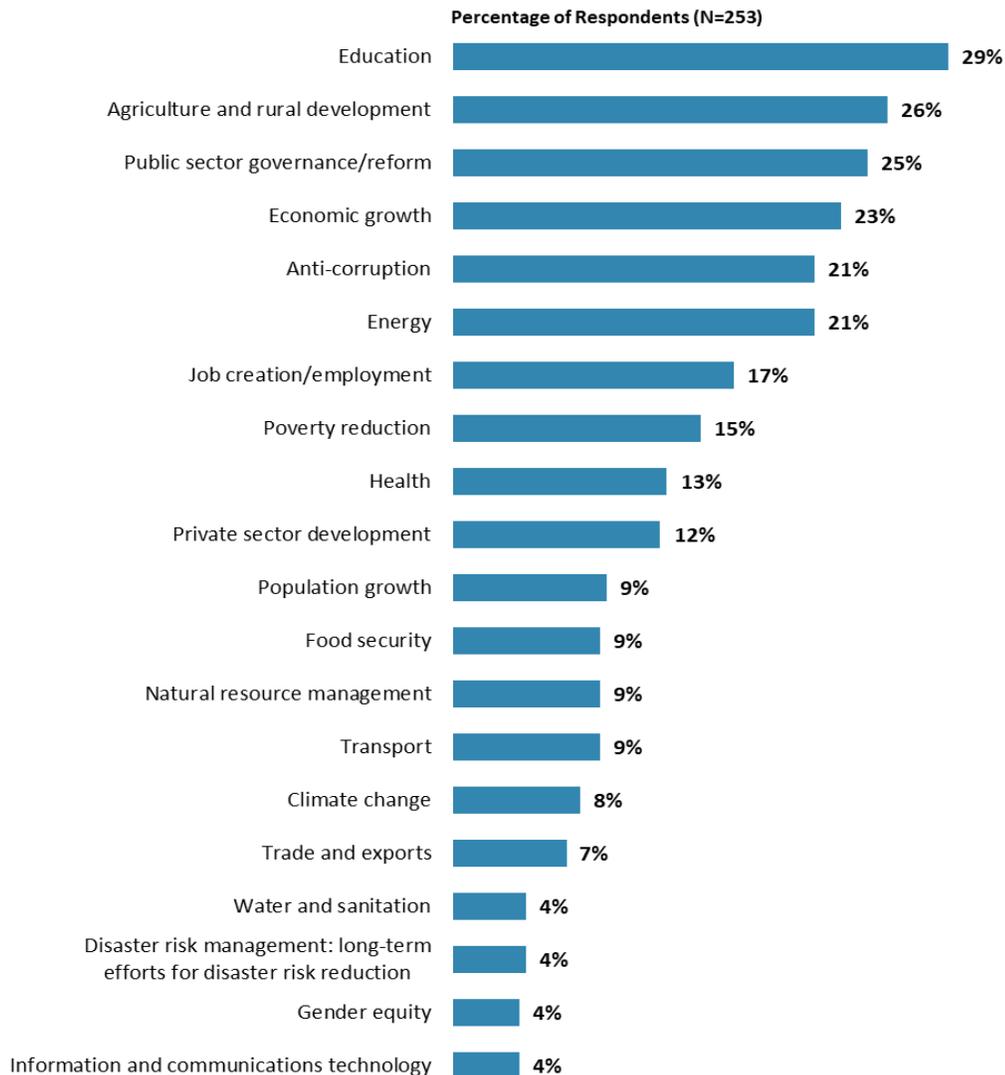
"Please describe the direction Malawi is moving in, when considering ... ?"
(Respondents chose from a list.)



IV. General Issues Facing Malawi (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the most important development priorities in Malawi were “*public sector governance/reform*” (46%) and “*food security*” (42%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (15% of the sample) were significantly *more* likely to indicate that “*education*” was the most important development priority in Malawi, compared to the rest of respondents in other areas of work (education specialists = 67%; others = 23%).³



"Listed below are a number of development priorities in Malawi. Please identify which of the following you consider the most important development priorities in Malawi. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 30 response options shown)

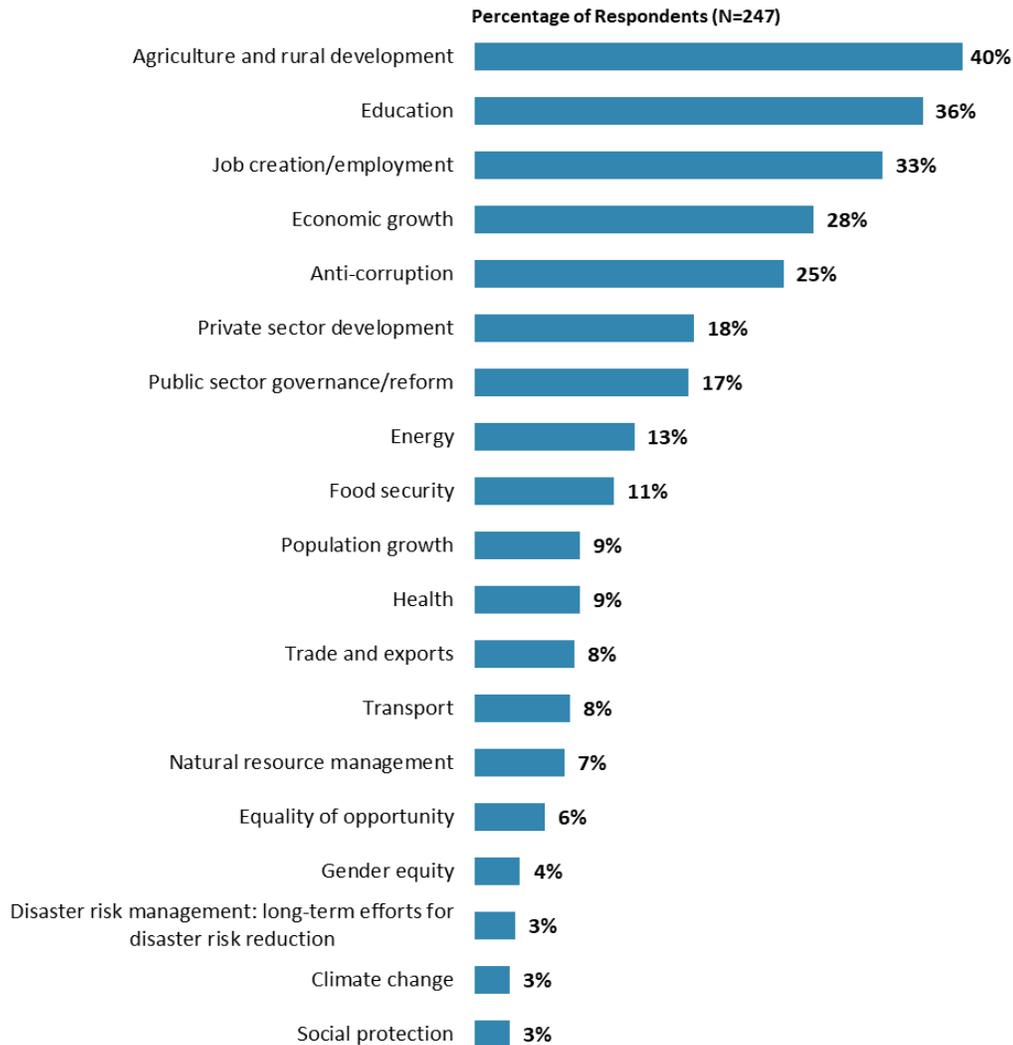
³ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix G), analyses are done to see these respondents' views about the development priorities in the country.



IV. General Issues Facing Malawi (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the biggest contributors to poverty reduction in Malawi were “*agricultural development*” (46%), “*education*” (37%), and “*public sector governance/reform*” (31%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (15% of the sample) were significantly *more* likely to indicate that “*education*” would contribute the most to poverty reduction in Malawi compared to the rest of respondents in other areas of work (education specialists = 54%; others = 34%).⁴



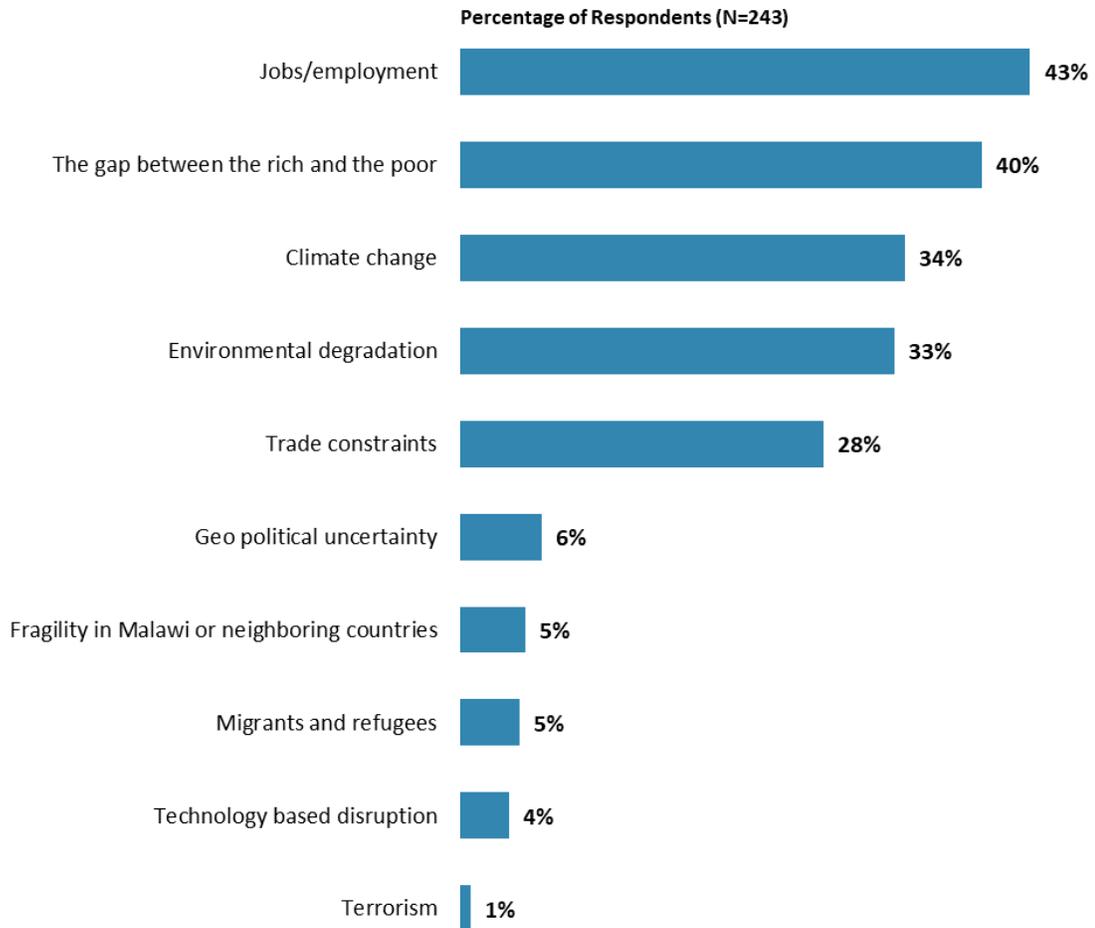
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Malawi? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 19 of 29 response options shown)

⁴ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix G), analyses are done to see these respondents' views about which areas of development contribute most to poverty reduction in the country.



IV. General Issues Facing Malawi (continued)

The Impact of Global Challenges on Malawi

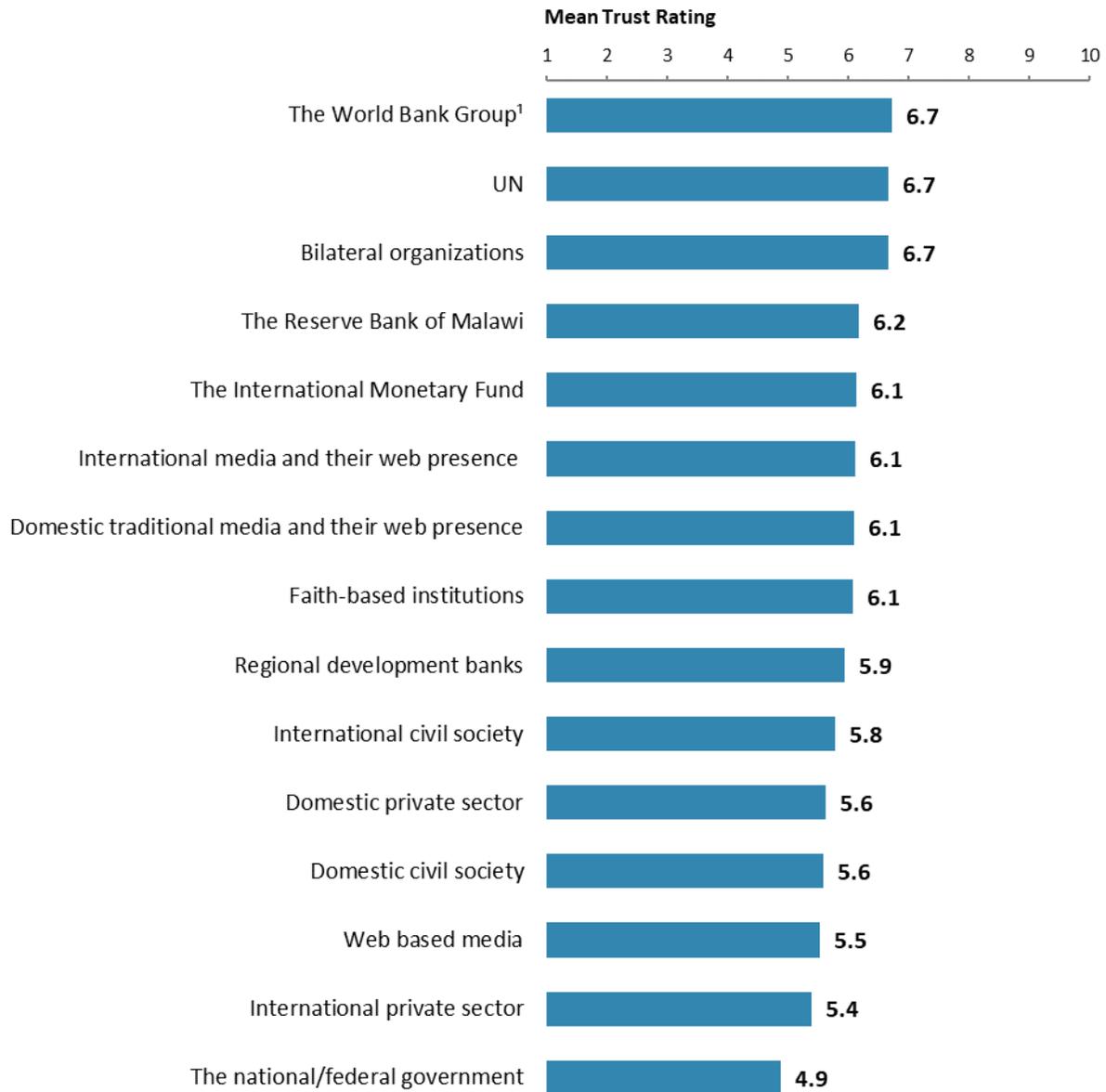


**"Listed below are global challenges. Which do you think have the most serious impact on Malawi?
(Choose no more than TWO)"**
(Respondents chose from a list. Responses combined.)



IV. General Issues Facing Malawi (continued)

Trust in Institutions



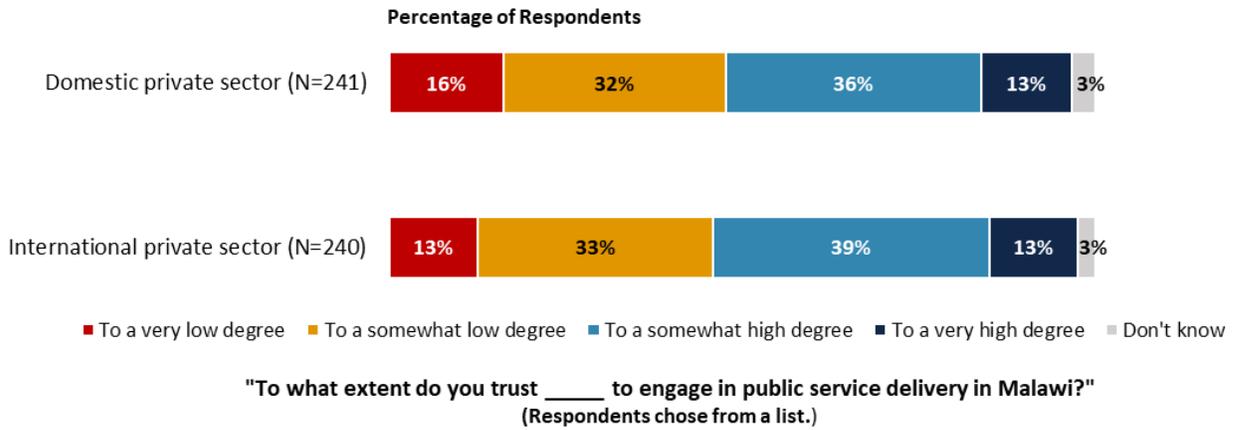
"To what extent do you trust each of the following groups to do what is right? "
(1-"To no degree at all ", 10-"To a very significant degree")

¹Indicator Question

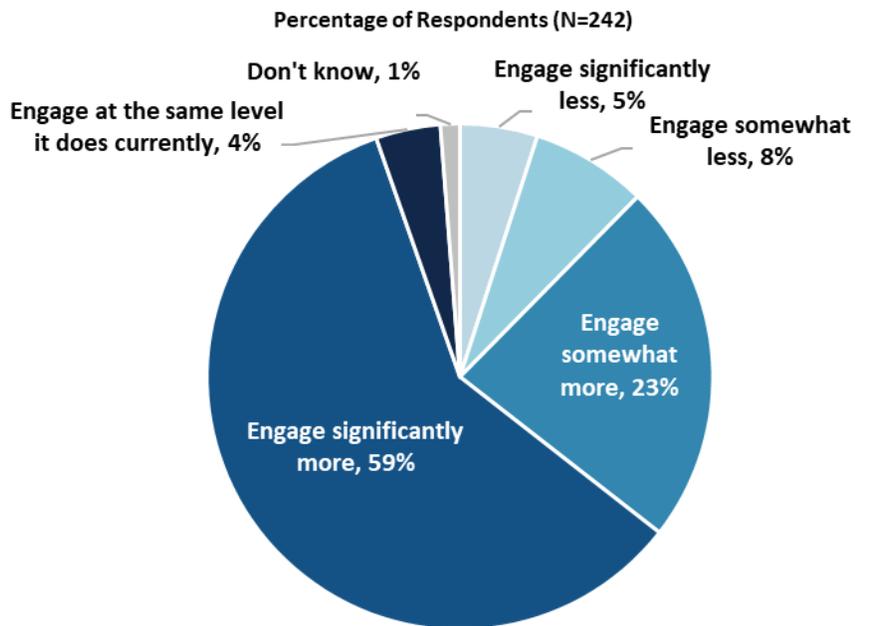


IV. General Issues Facing Malawi (continued)

Trust in the Private Sector



Civil Society Engagement

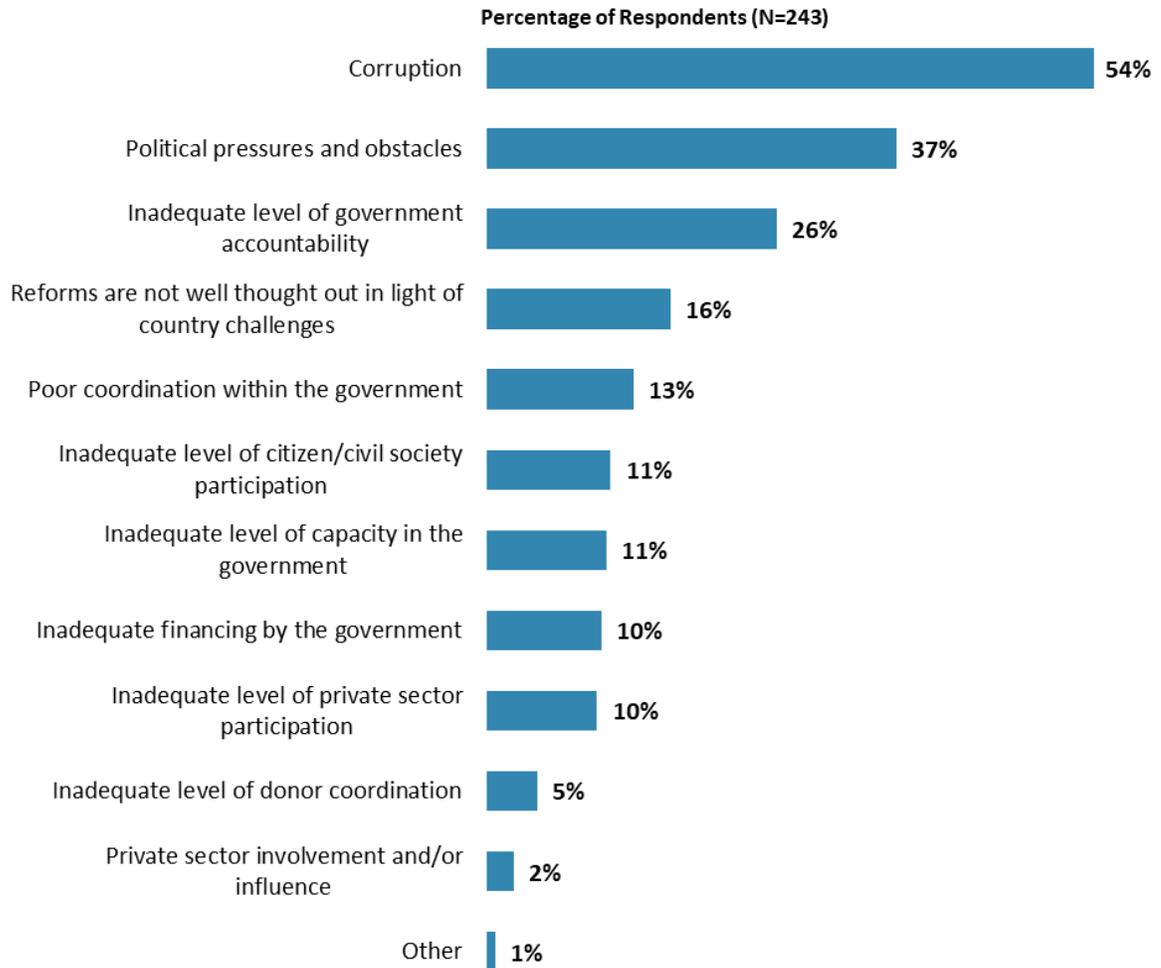


"When thinking about development efforts in Malawi, do you think that civil society (e.g., NGOs, CBOs) should ... ?"



IV. General Issues Facing Malawi (continued)

Attributions for Slow/Failed Reform Efforts

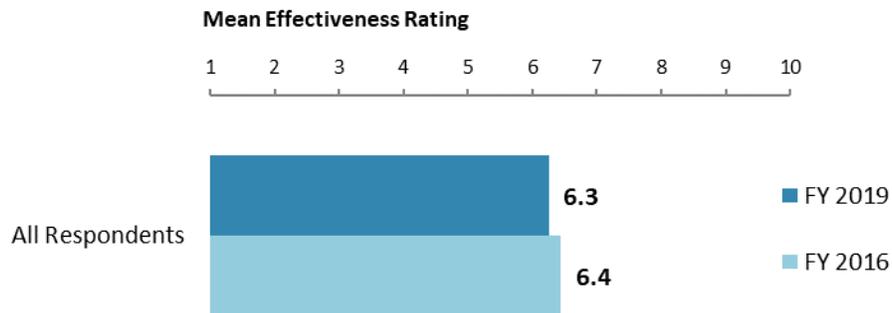


"When economic and/or social reform efforts fail or are slow to take place in Malawi, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



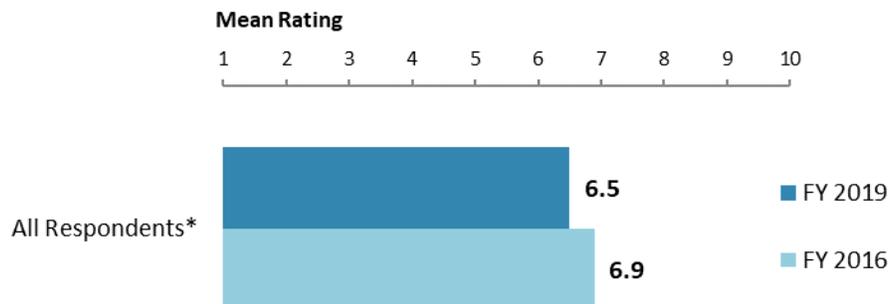
V. Overall Attitudes toward the World Bank Group

The World Bank Group's Overall Effectiveness⁵ (Indicator Question)



"Overall, please rate your impression of the World Bank Group's effectiveness in Malawi." (1-"Not effective at all", 10-"Very effective")

Achieving Development Results (Indicator Question)



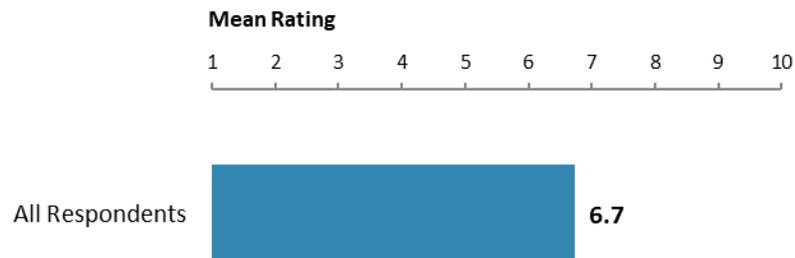
"To what extent does the World Bank Group's work help to achieve development results in Malawi?" (1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2019 and FY 2016)

⁵ Means presented in the charts on this page were calculated based on weighted data.



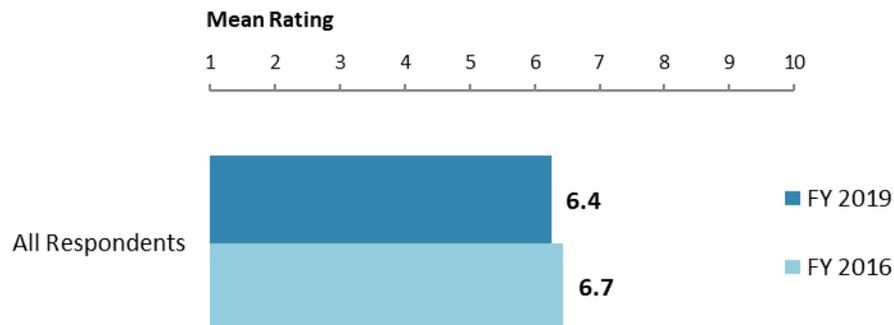
V. Overall Attitudes toward the World Bank Group (continued)

Influence on Malawi's Development Agenda (*Indicator Question*)



"To what extent does the World Bank Group influence the development agenda in Malawi?"
(1-"To no degree at all", 10-"To a very significant degree")

WBG Staff Preparedness⁶



"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Malawi solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

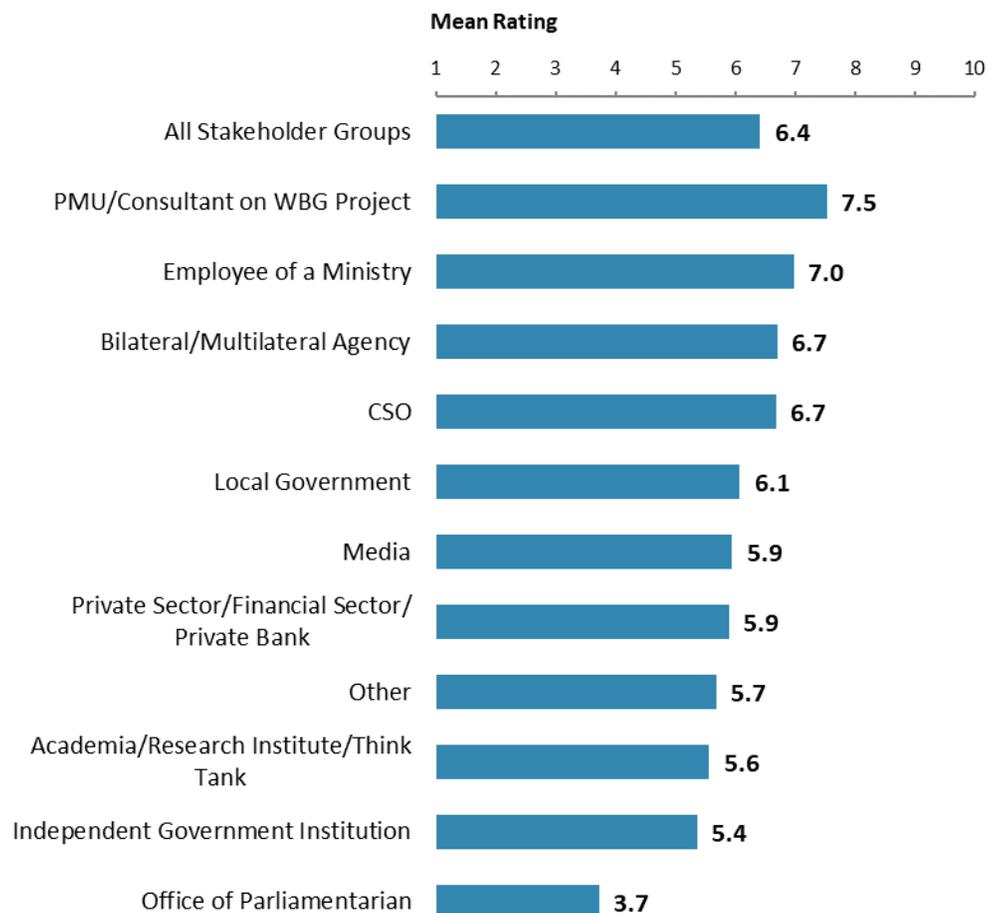
⁶ Means presented in this chart were calculated based on weighted data.



V. Overall Attitudes toward the World Bank Group (continued)

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** PMU and consultants on WBG projects had the highest mean ratings for the aggregated responses to the twenty-eight COS indicator questions, whereas respondents from the office of a parliamentarian had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 59).



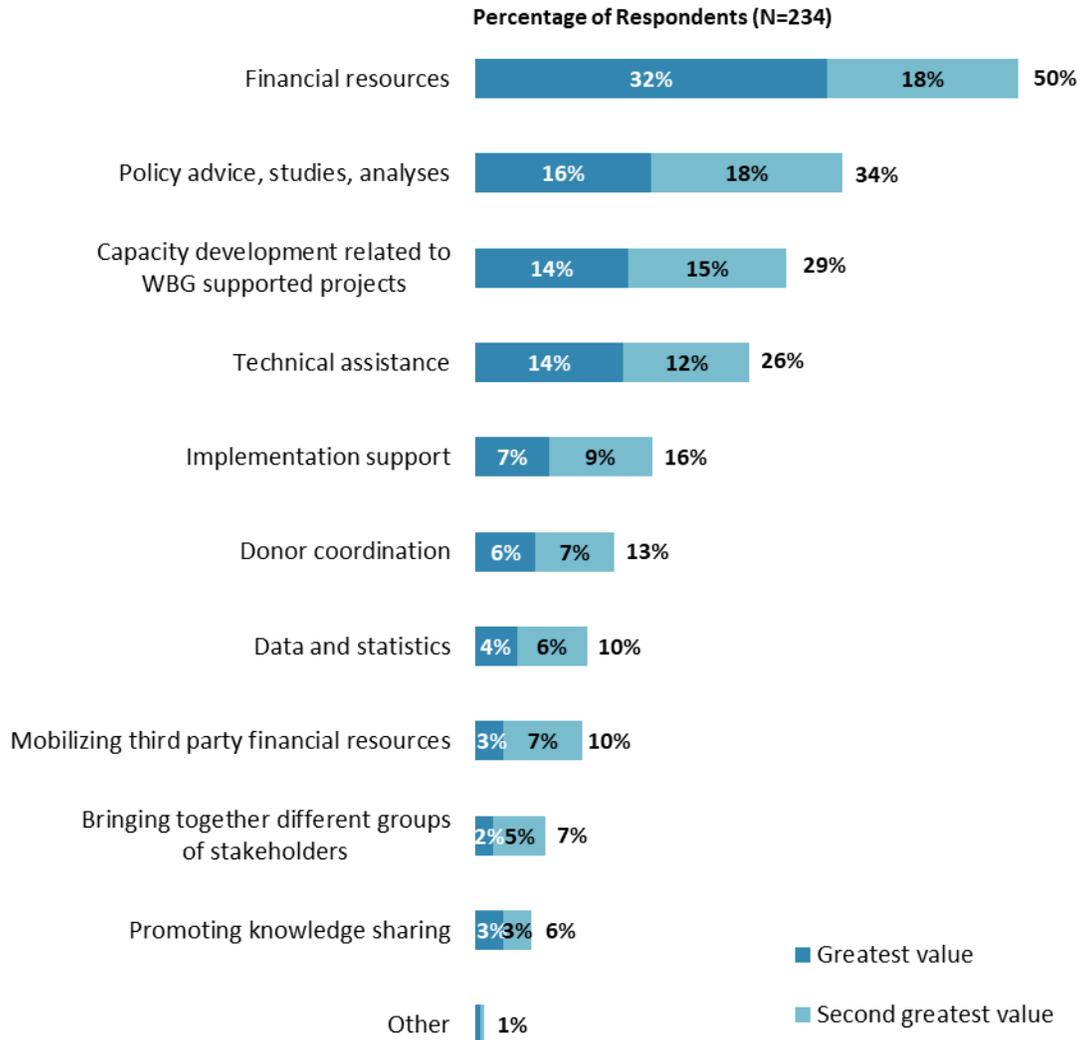
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



V. Overall Attitudes toward the World Bank Group (continued)

Greatest Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest values to Malawi were its "*financial resources*" (54%) and "*policy advice, studies, analyses*" (37%).



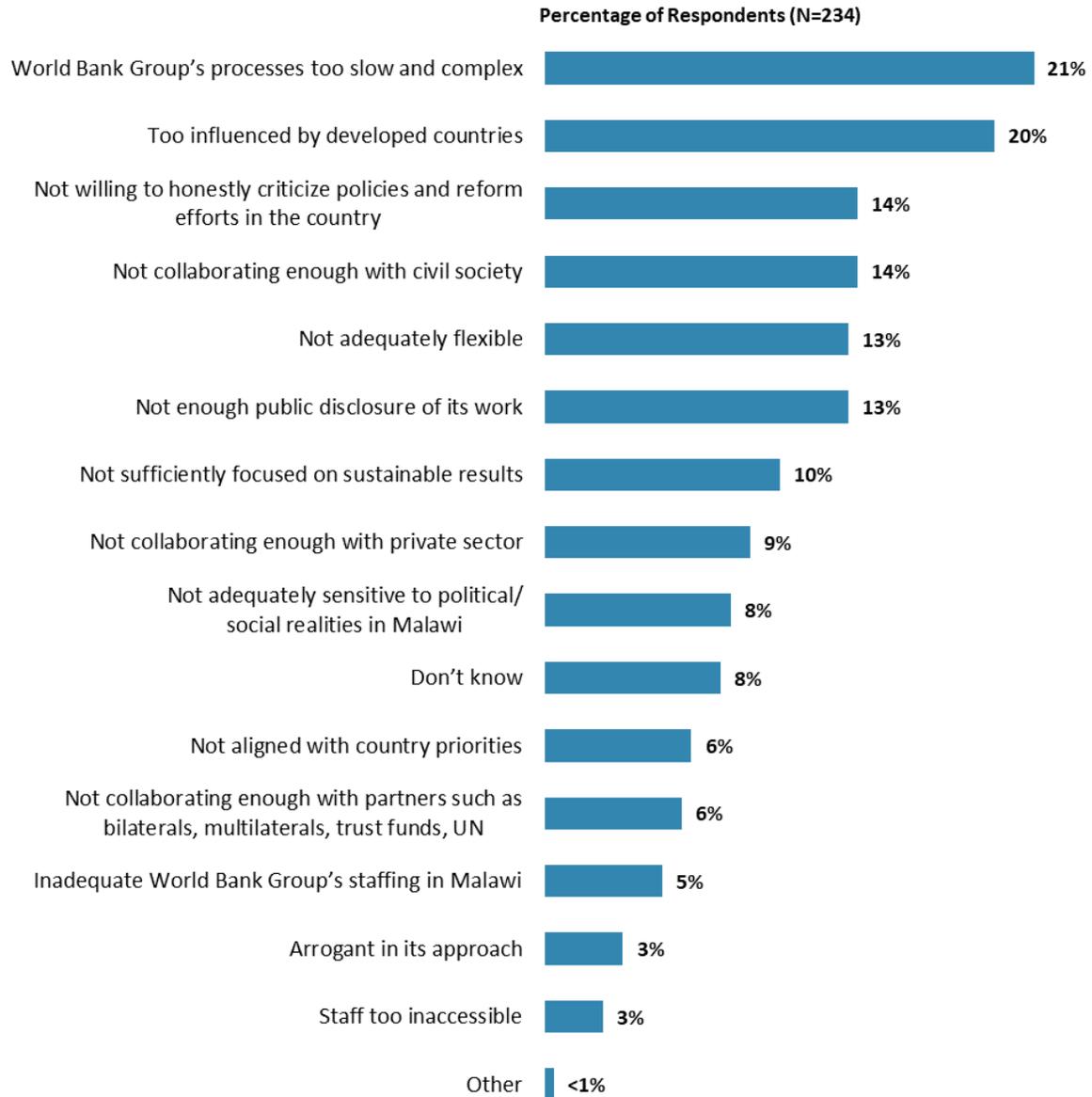
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Malawi?"
(Respondents chose from a list.)



V. Overall Attitudes toward the World Bank Group (continued)

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest weakness in its work in Malawi was being "*too influenced by developed countries*" (38%).

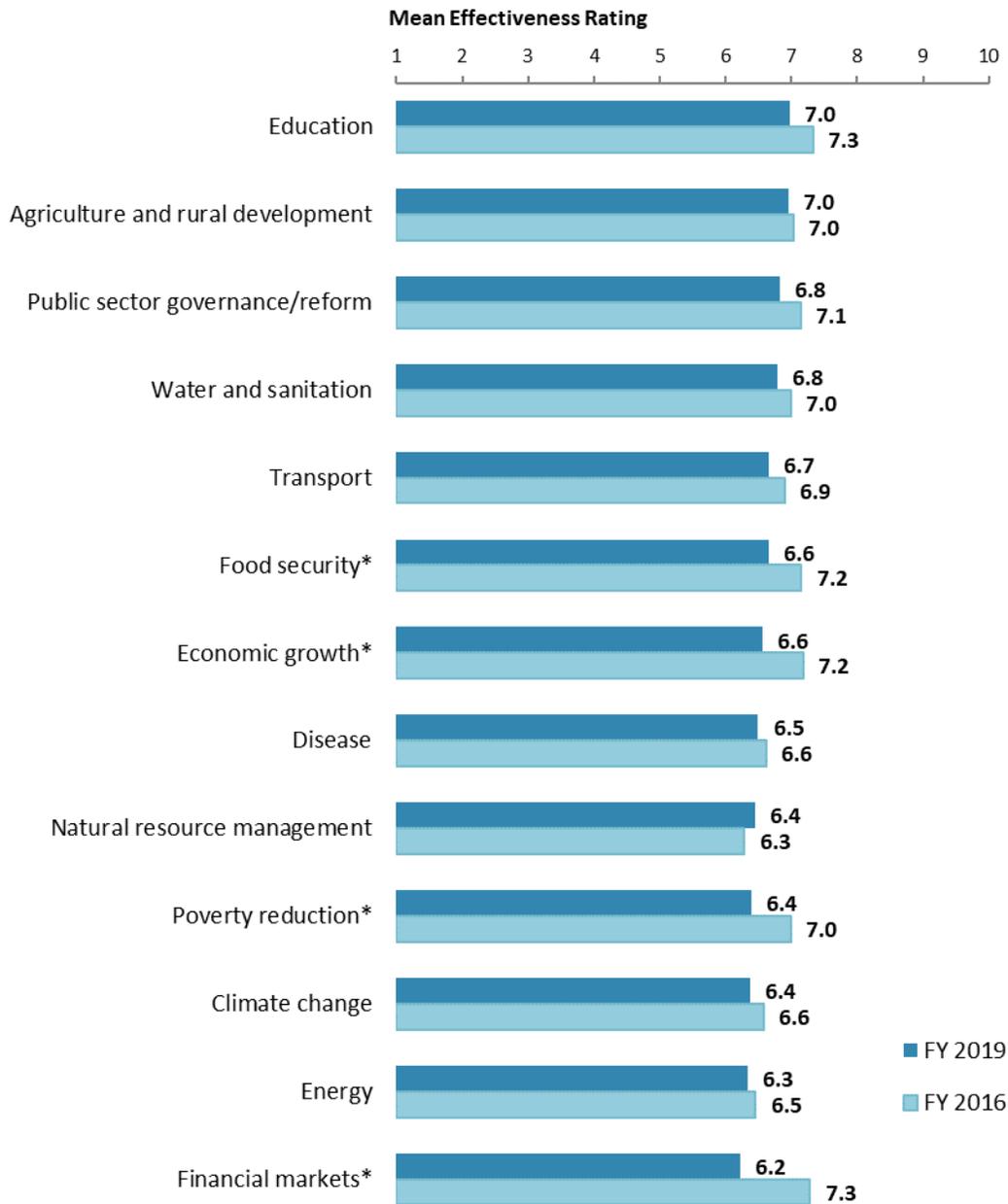


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Malawi? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁷



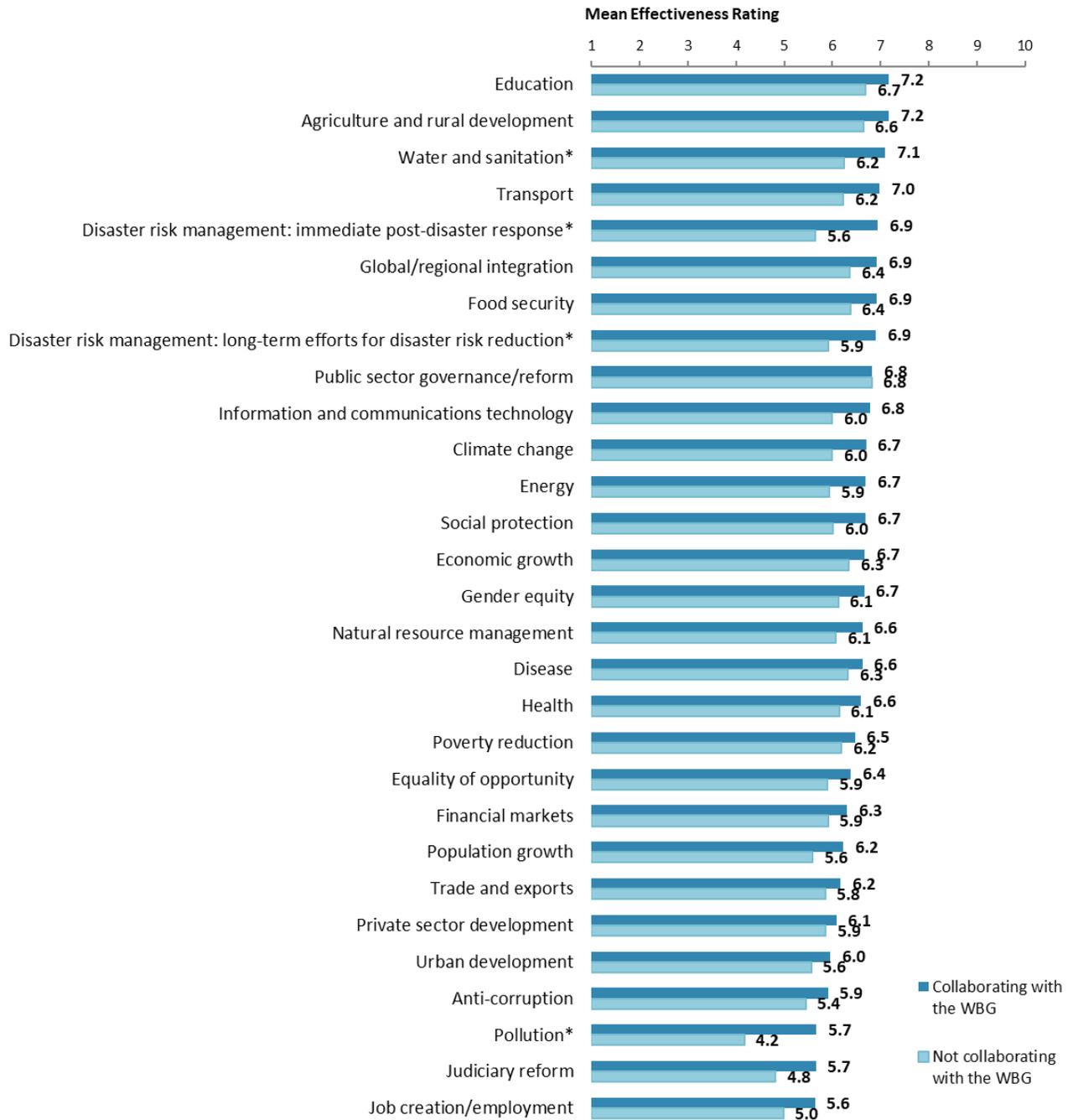
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Malawi?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2019 and FY 2016)

⁷ Means presented in this chart were calculated based on weighted data. See Appendix E for details.



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁸



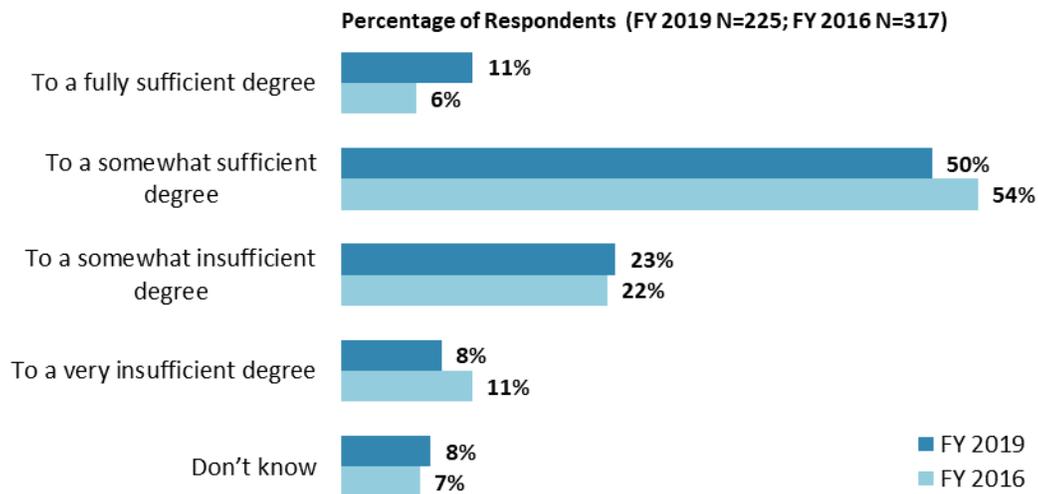
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Malawi?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between collaborators and non-collaborators)

⁸ Note in the Appendix on the sectoral effectiveness (Appendix A, page 43) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



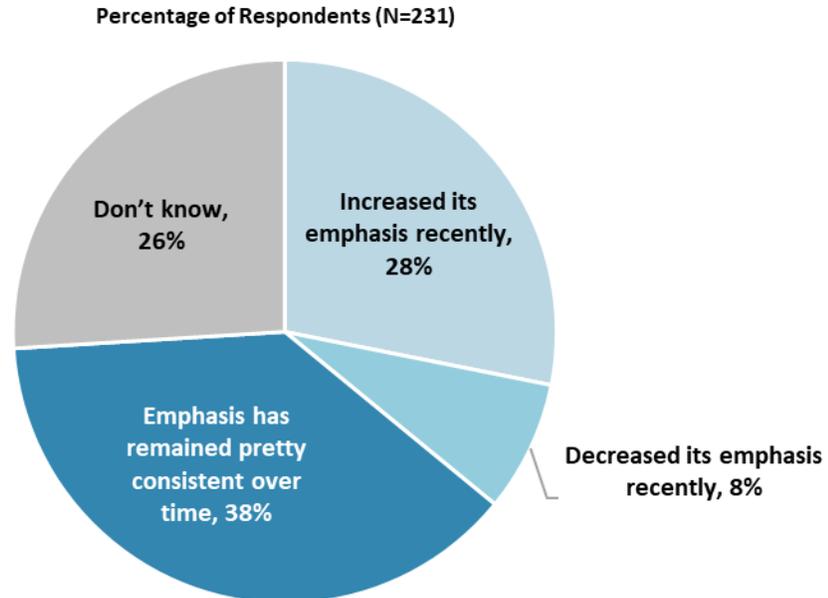
VI. Sectoral Effectiveness (continued)

Helping the Poorest⁹



"To what extent do you believe that the World Bank Group's work and support help the poorest in Malawi?" (Respondents chose from a list.)

The WBG's Human Capital Investment



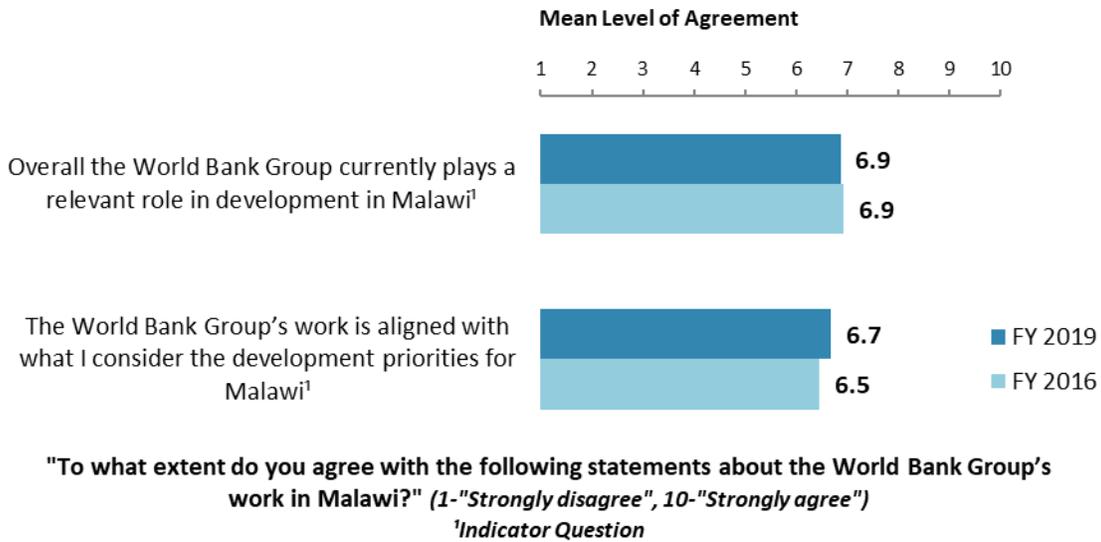
"From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?" (Respondents chose from a list.)

⁹ Percentages presented in this chart were calculated based on weighted data.

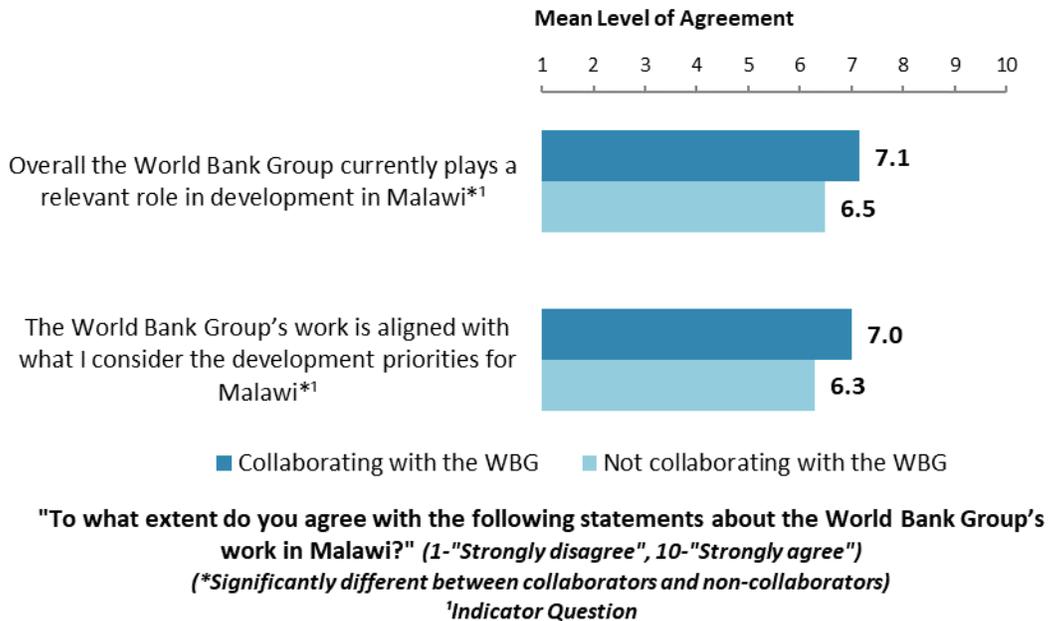


VII. How the World Bank Group Operates

The World Bank Group's Work in Malawi: Year Comparison¹⁰



The World Bank Group's Work in Malawi: Collaboration

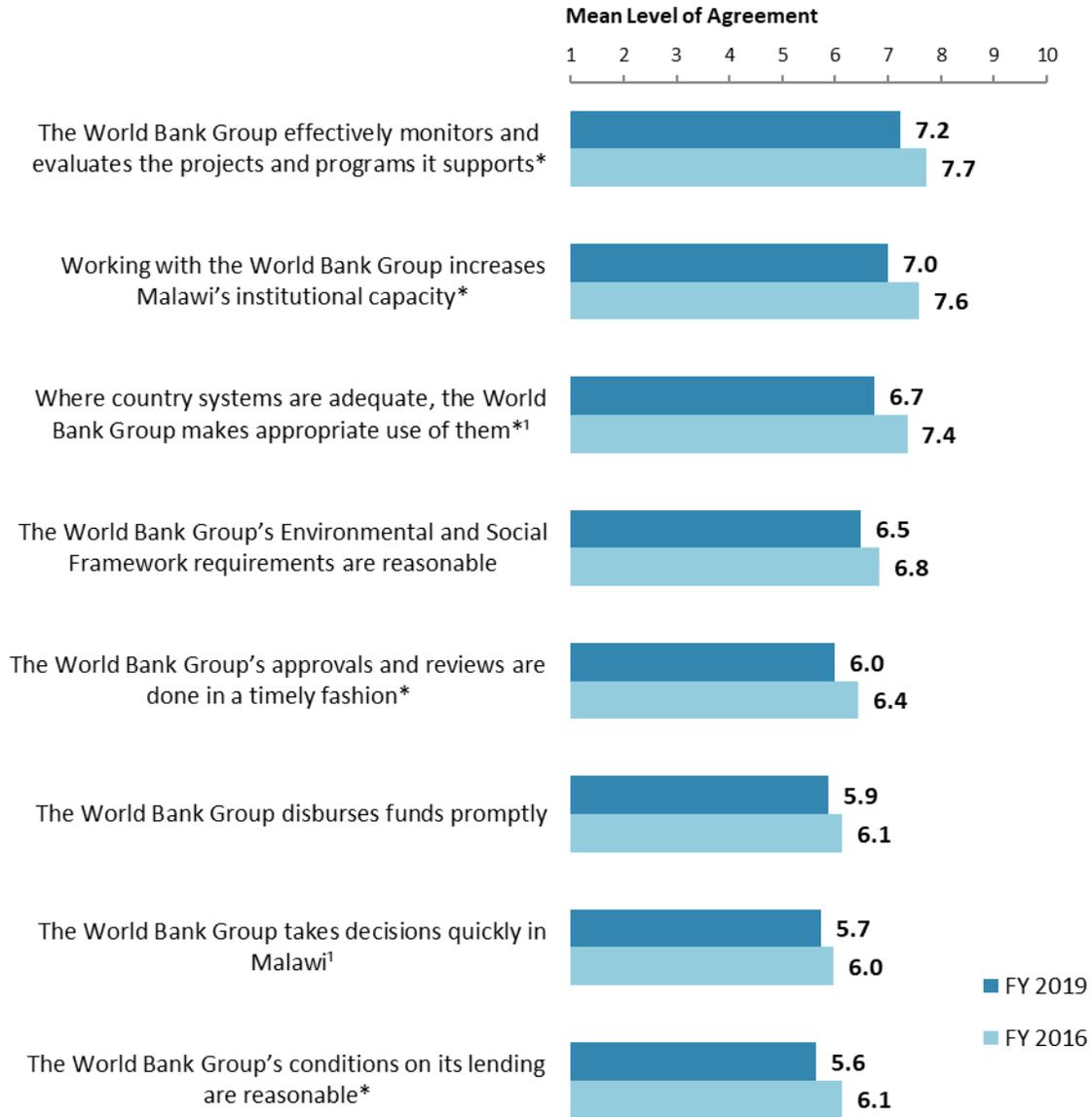


¹⁰ Means in this chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison¹¹



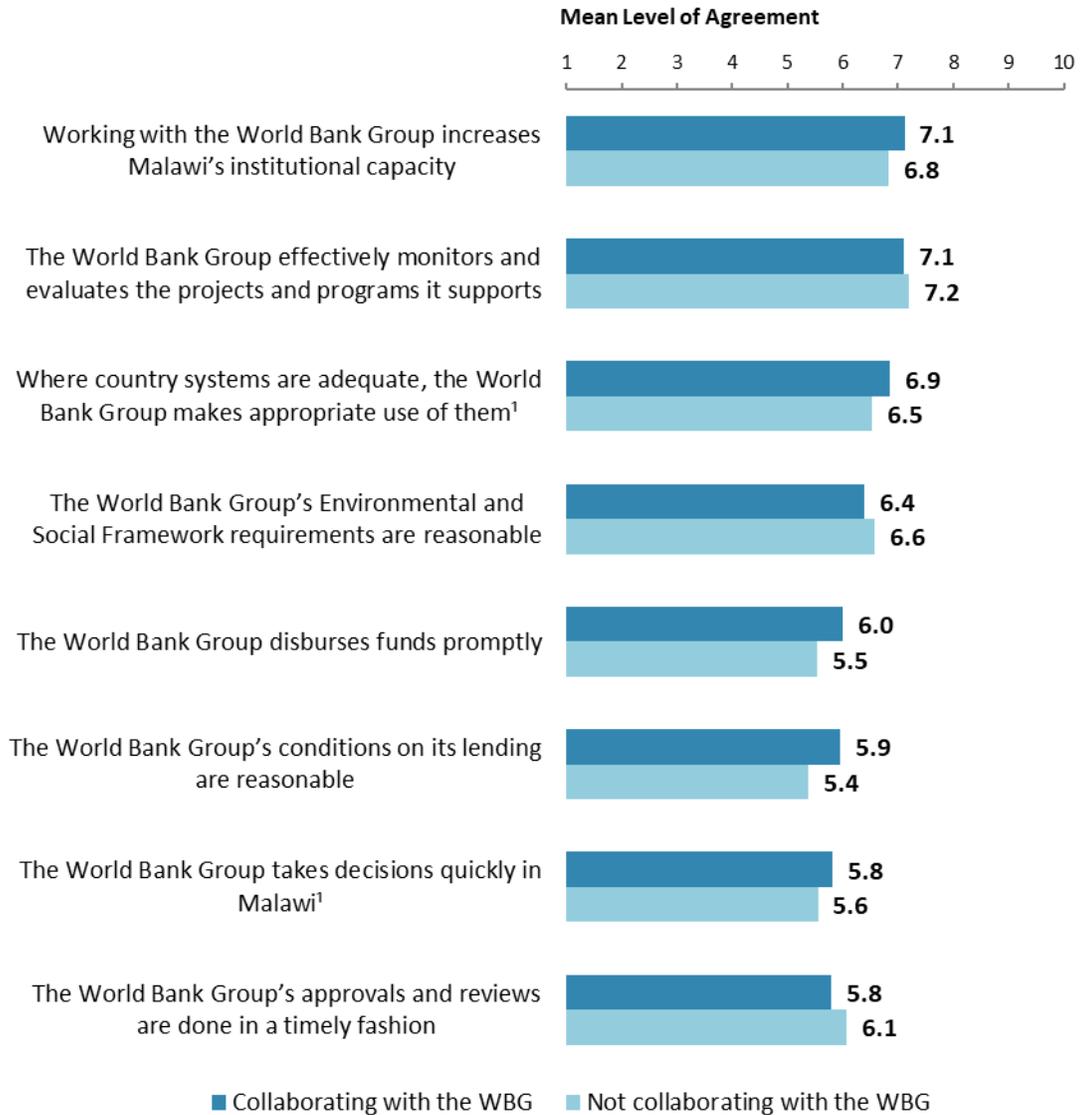
"To what extent do you agree/disagree with the following statements?"
(1- "Strongly disagree", 10- "Strongly agree")
*(*Significantly different between FY 2019 and FY 2016)*
¹Indicator Question

¹¹ Means in this chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration



"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
¹*Indicator Question*



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison¹²



"To what extent is the World Bank Group an effective development partner in Malawi, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

(*Significantly different between FY 2019 and FY 2016)

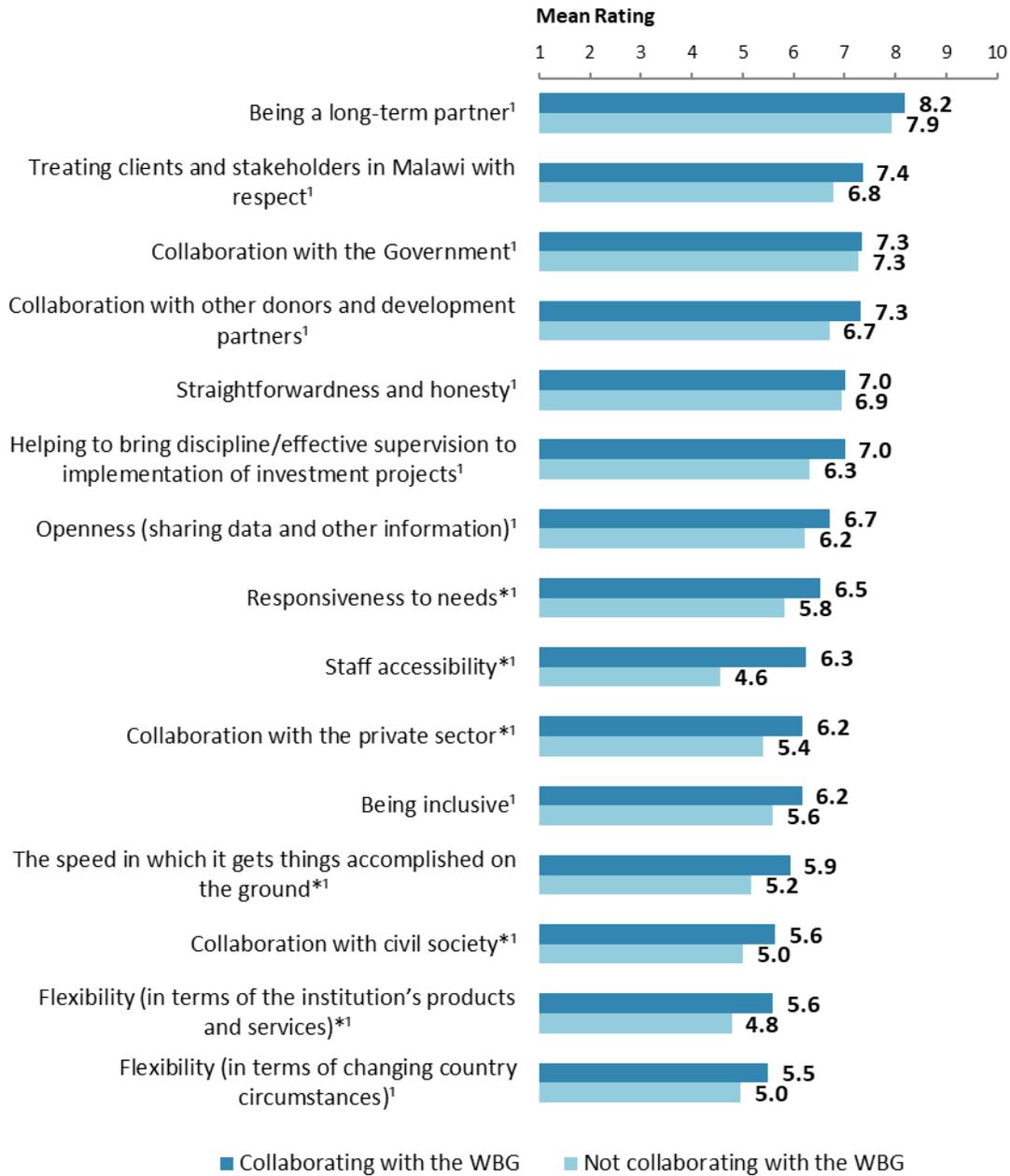
¹Indicator Question

¹² Means in this chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



"To what extent is the World Bank Group an effective development partner in Malawi, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

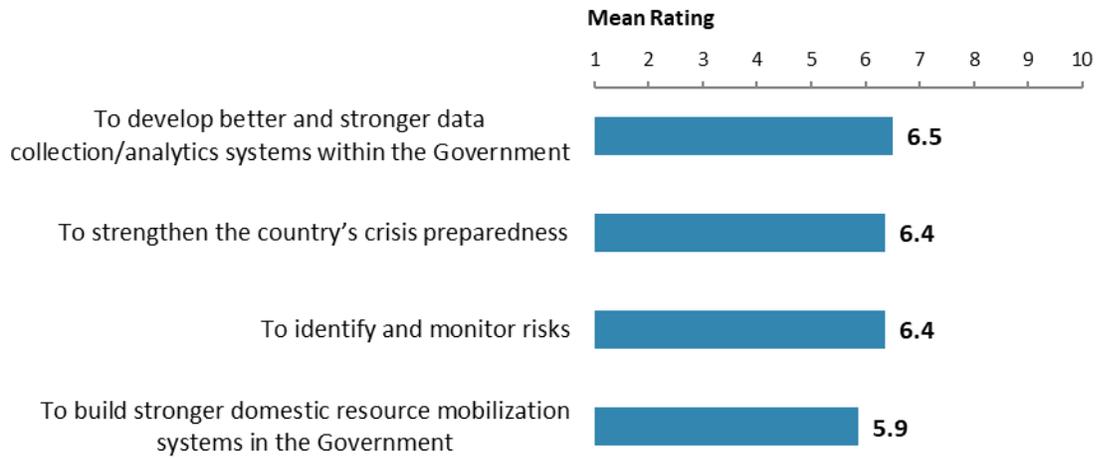
(*Significantly different between collaborators and non-collaborators)

¹Indicator Question



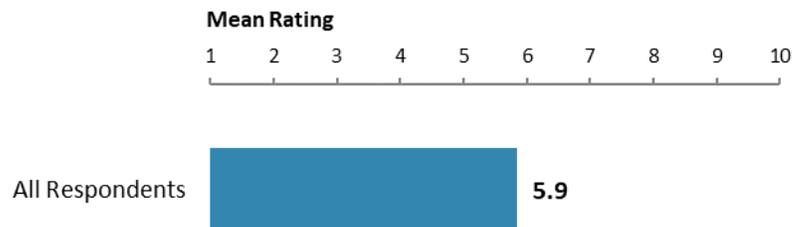
VII. How the World Bank Group Operates (continued)

Effectiveness of WBG's Support



"How effectively does the World Bank Group support Malawi's efforts ... ?"
(1 - "Not effectively at all", 10 - "Very effectively")

Effectiveness of WBG's Support for Management of Crisis Related Risks



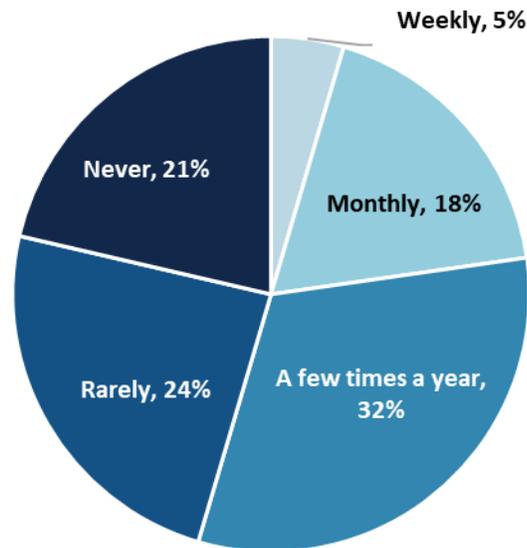
"How effectively does the World Bank Group's SCD and CPF activities support Malawi's efforts to manage crisis related risks?"
(1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

Percentage of Respondents (N=220)

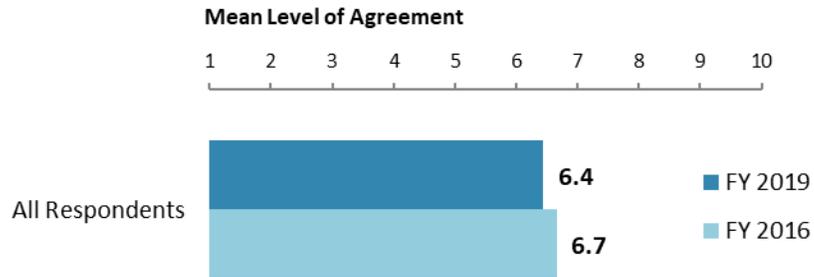


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)



VIII. World Bank Group’s Knowledge and Instruments (continued)

Meeting Malawi’s Knowledge Needs¹³ (Indicator Question)



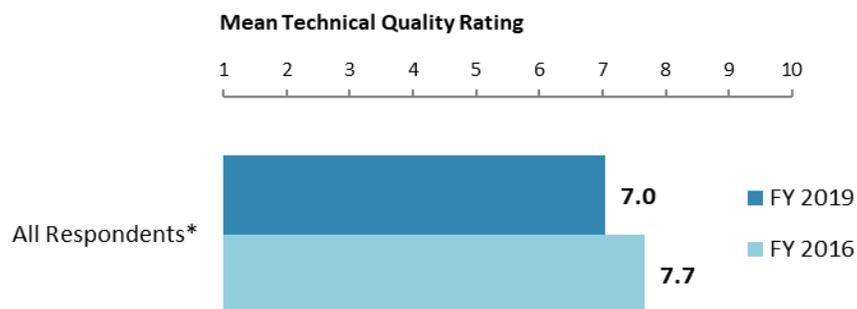
"The World Bank Group meets Malawi’s needs for knowledge services (e.g., research, analysis, data, technical assistance)"
(1-"Strongly disagree", 10-"Strongly agree")

Contribution of the WBG’s Knowledge Work and Activities (Indicator Question)



"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"
(1-"Not significant at all", 10-"Very significant")

Technical Quality of the WBG’s Knowledge Work and Activities (Indicator Question)



"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")
*(*Significantly different between FY 2019 and FY 2016)*

¹³ Means in the charts on this page were calculated based on weighted data.



VIII. World Bank Group's Knowledge and Instruments (continued)

Qualities of the WBG's Knowledge Work and Activities¹⁴



"In Malawi, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")

(*Significantly different between FY 2019 and FY 2016)

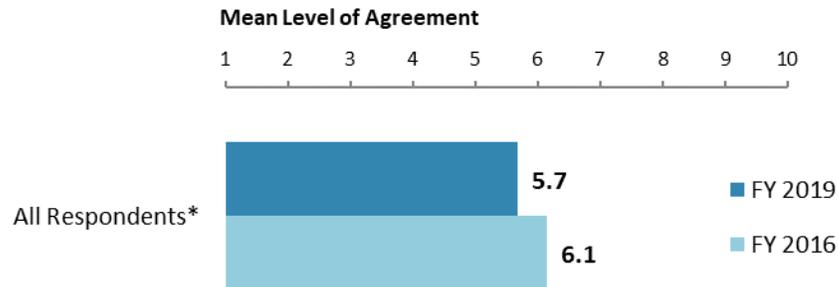
¹Indicator Question

¹⁴ Means in this chart were calculated based on weighted data.



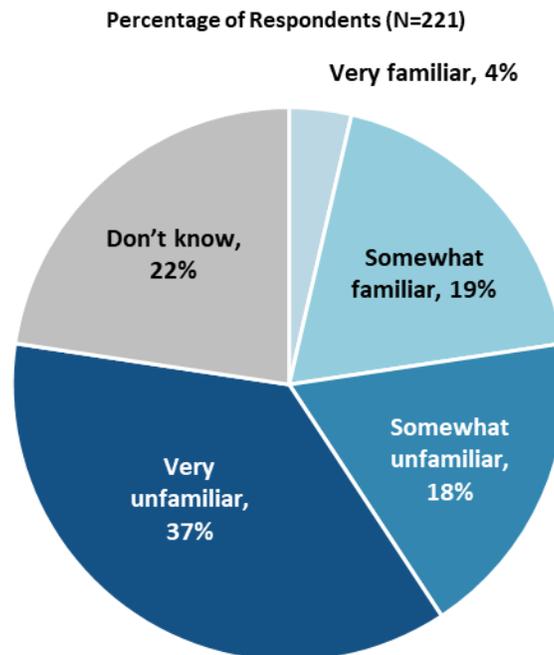
VIII. World Bank Group’s Knowledge and Instruments (continued)

Meeting Malawi’s Needs for Financial Instruments¹⁵ (Indicator Question)



"The World Bank Group’s financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Malawi"
(1-"Strongly disagree", 10-"Strongly agree")
*(*Significantly different between FY 2019 and FY 2016)*

Familiarity with WBG’s New Financial Instruments



"As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Malawi?" (Respondents chose from a list.)

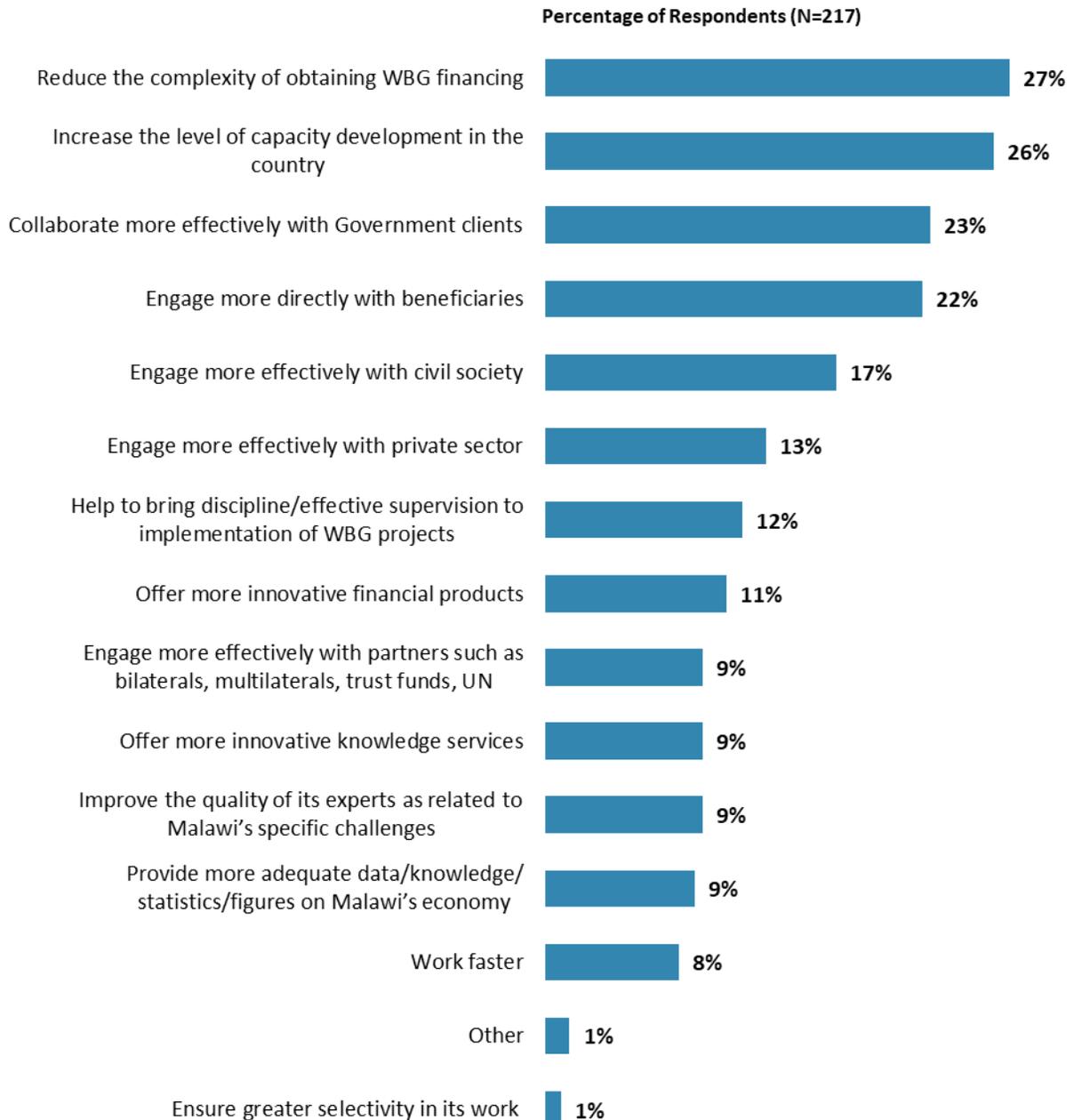
¹⁵ Means in this chart were calculated based on weighted data.



IX. The Future Role of the WBG in Malawi

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that, to make itself of greater value, the WBG should “*increase the level of capacity development in the country*” (37%) and “*reach out more to groups outside of Government*” (35%).

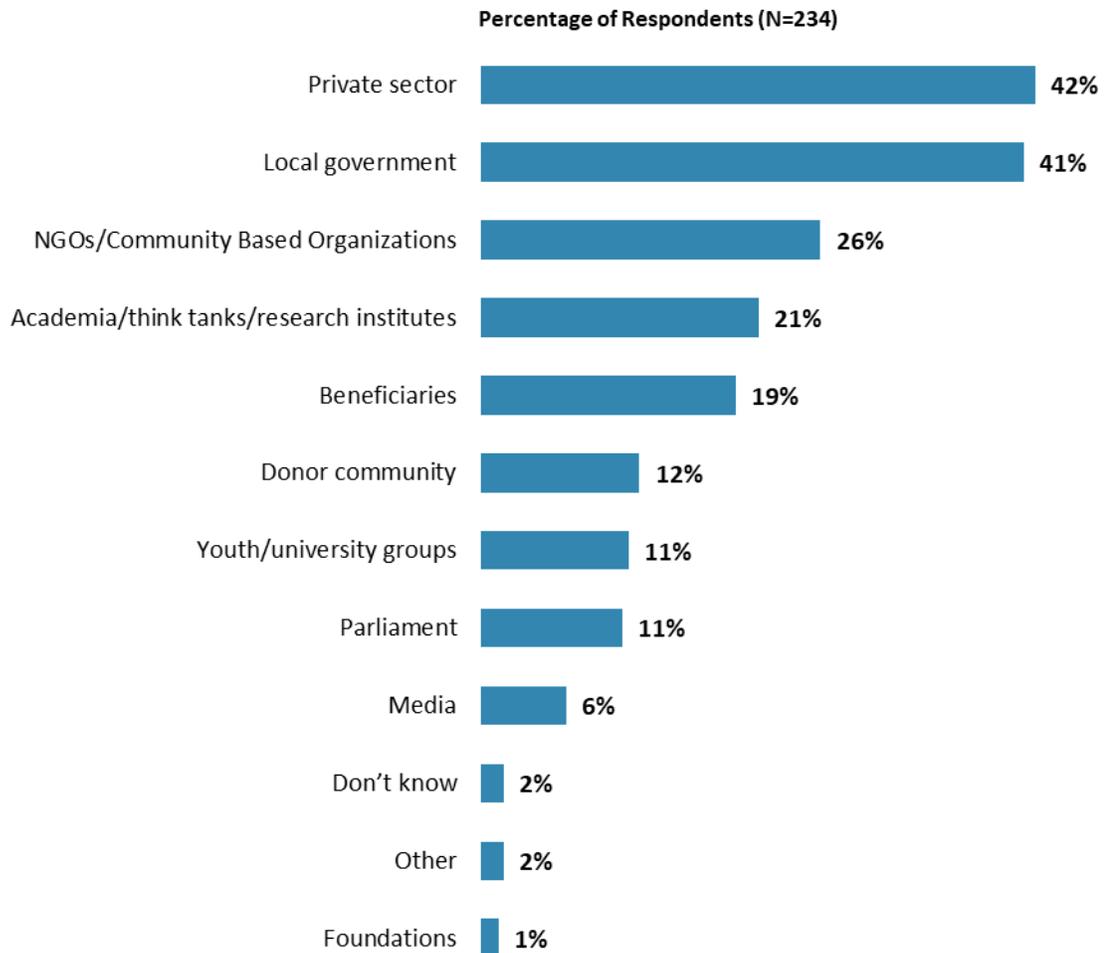


"Which of the following SHOULD the World Bank Group do to make itself of greater value in Malawi? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Malawi (continued)

The World Bank Group Should Collaborate More with ...



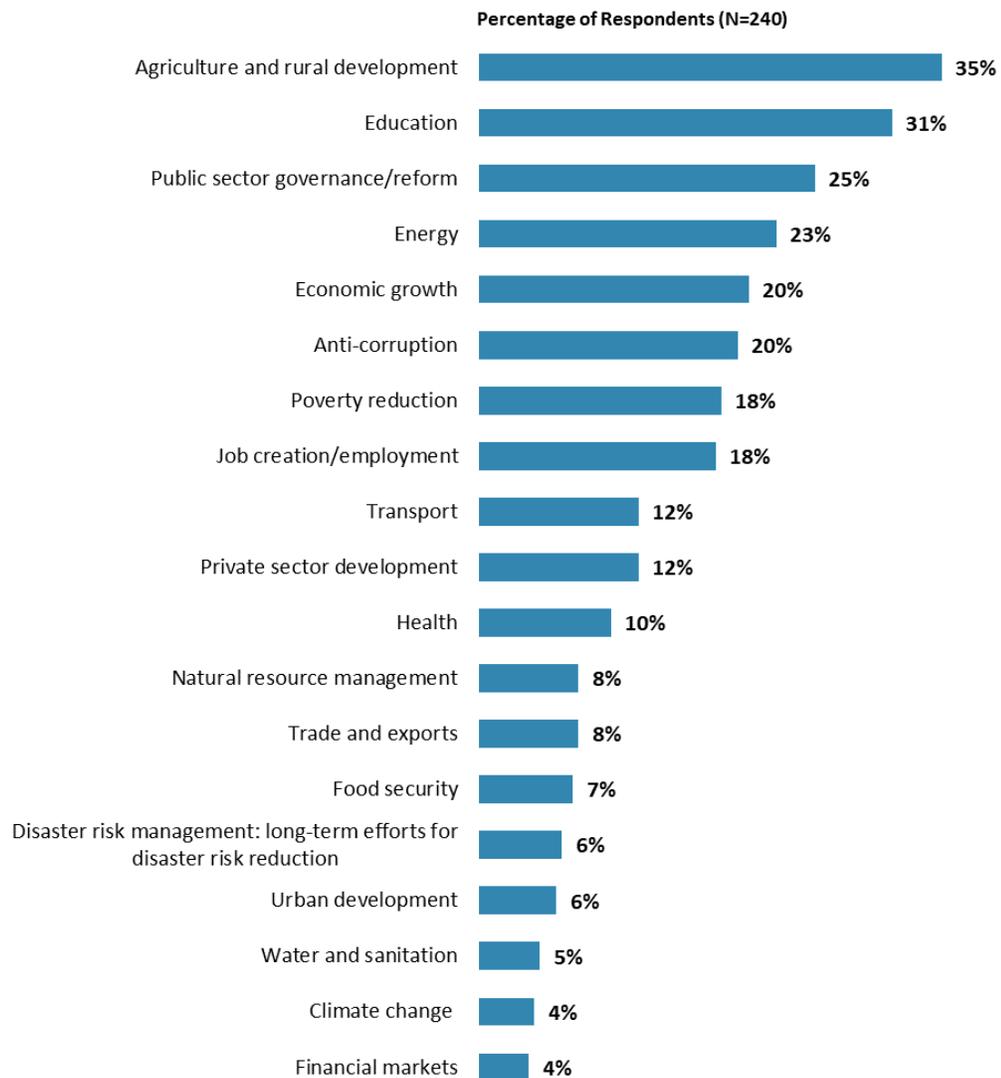
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Malawi (continued)

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should focus its resources on “*public sector governance/reform*” (33%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (15% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*education*,” compared to the rest of respondents in other areas of work (education specialists = 59%; others = 27%).¹⁶



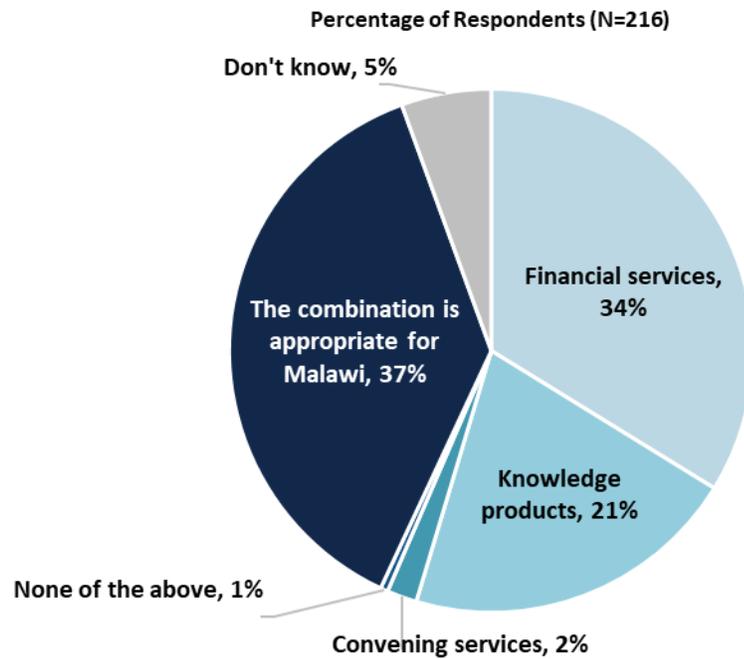
“When thinking about how the World Bank Group can have the most impact on development results in Malawi, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Malawi? (Choose no more than THREE)”
 (Respondents chose from a list. Responses combined. Top 19 of 30 response options shown)

¹⁶ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix G), analyses are done to see these respondents’ views about which areas the World Bank Group should focus most of its resources on.



IX. The Future Role of the WBG in Malawi (continued)

Future Combination of the WBG Services



"When considering the combination of services that the World Bank Group offers in Malawi, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Malawi?" (Respondents chose from a list.)

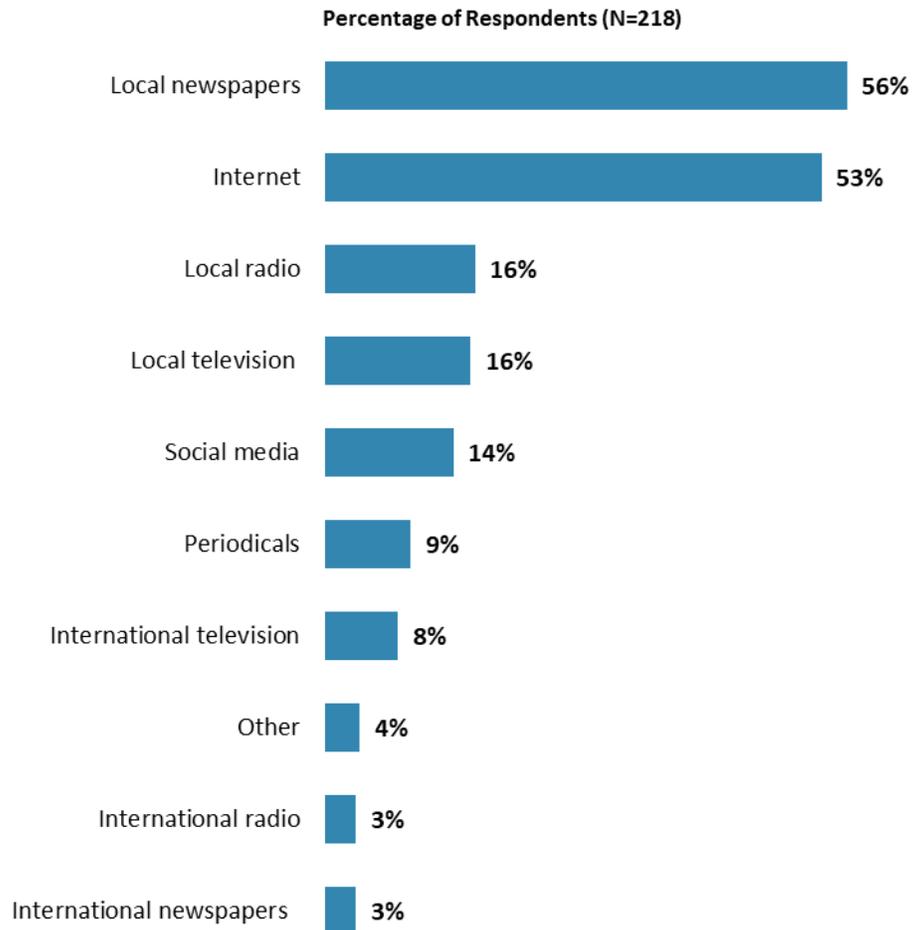


X. Communication and Outreach

Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 59) for selected responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY’16 Country Survey indicated that they got most of their information about economic and social development issues in Malawi from “local newspapers” (62%) and the “Internet” (48%).



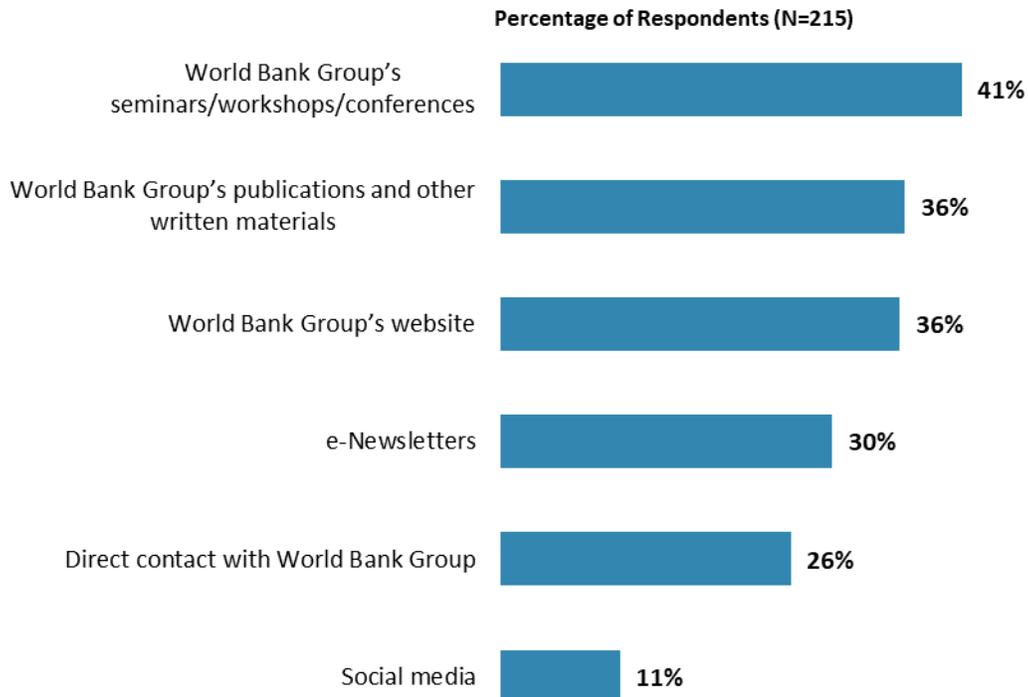
"How do you get most of your information about economic and social development issues in Malawi? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that they would prefer to receive information from the WBG through “*World Bank website*” (44%), “*World Bank Group’s publications and other written materials*” (42%), and “*World Bank Group’s seminars/workshops/conferences*” (41%).

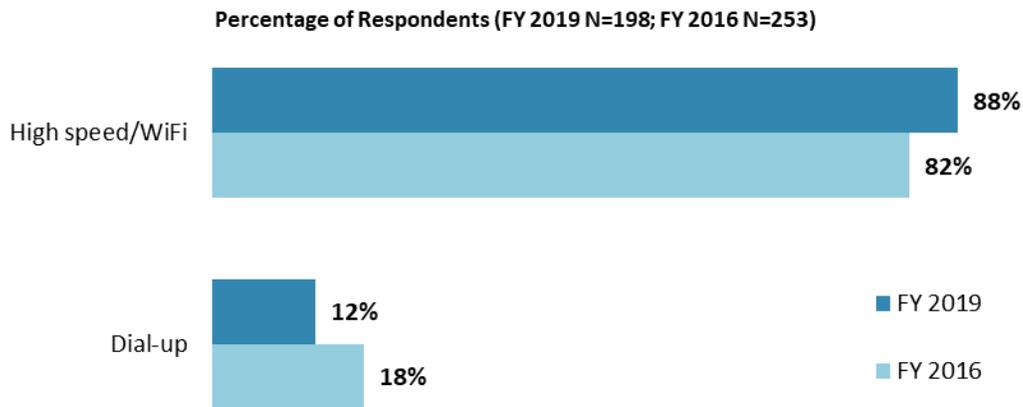


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"**
(Respondents chose from a list. Responses combined.)



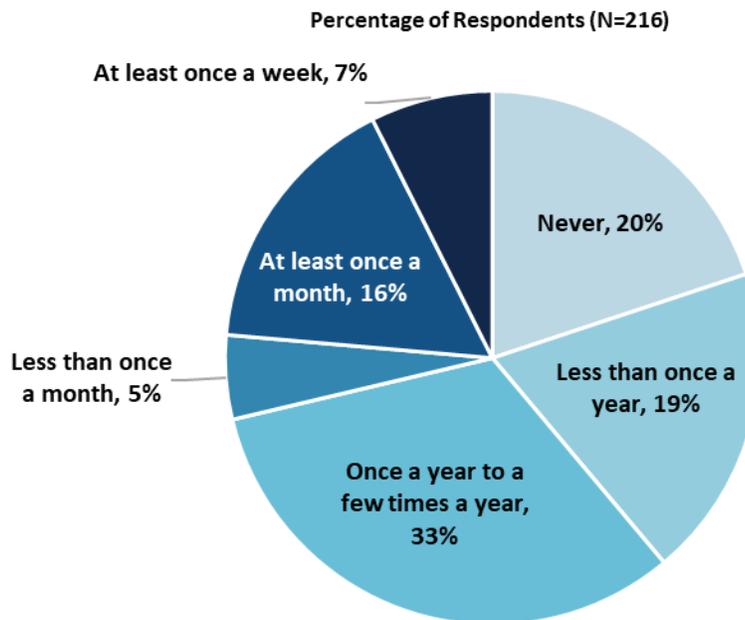
X. Communication and Outreach (continued)

Access to the Internet¹⁷



"Which Internet connection do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)

WBG Interaction Frequency



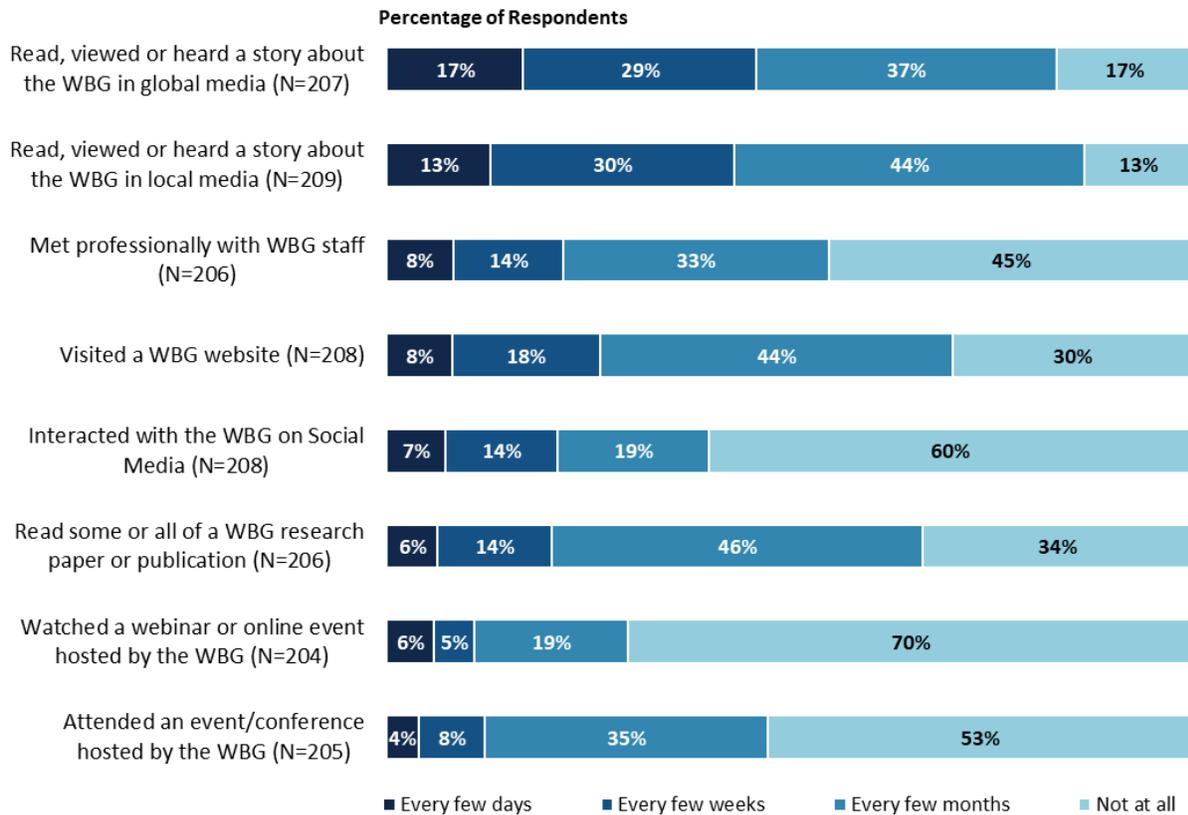
"How frequently do you interact with the World Bank Group now in Malawi?"
(Respondents chose from a list.)

¹⁷ Percentages in this chart were calculated based on weighted data.



X. Communication and Outreach (continued)

Frequency of Specific WBG Interactions



"Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?" (Respondents chose from a list.)



XI. Appendices

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MALAWI





Appendix A: Responses to All Questions across All Respondents (N=254)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they "Don't know" (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (*).

A. General Issues Facing Malawi

1. When you think about the future in Malawi, are you ... ?	Percentage of Respondents (N=253)
Very pessimistic	9.1%
Somewhat pessimistic	19.8%
Somewhat optimistic	43.9%
Very optimistic	23.3%
Not sure	4.0%

2. Do you think that economic opportunity for citizens in Malawi is ... ?	Percentage of Respondents (N=250)
Increasing	33.6%
Decreasing	35.6%
Staying about the same	30.8%

**A. General Issues Facing Malawi (continued)**

3. Listed below are a number of development priorities in Malawi. Please identify which of the following you consider the most important development priorities in Malawi. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=253)
Education	29.2%
Agriculture and rural development	25.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	24.5%
Economic growth	22.9%
Anti-corruption	21.3%
Energy	21.3%
Job creation/employment	16.6%
Poverty reduction	14.6%
Health	12.6%
Private sector development	12.3%
Population growth	9.1%
Food security	8.7%
Natural resource management	8.7%
Transport (e.g., roads, bridges, transportation)	8.7%
Climate change (e.g., mitigation, adaptation)	7.5%
Trade and exports	6.7%
Water and sanitation	4.3%
Disaster risk management: long-term efforts for disaster risk reduction	4.3%
Gender equity (closing the gap between women and men, and boys and girls)	4.0%
Information and communications technology	4.0%
Disease (e.g., HIV/AIDS, Tuberculosis)	3.2%
Equality of opportunity (i.e., social inclusion)	2.8%
Urban development	2.8%
Social protection (e.g., pensions, targeted social assistance)	1.6%
Financial markets	1.6%
Disaster risk management: immediate post-disaster response	1.2%
Judiciary reform	1.2%
Crime and violence	0.8%
Pollution	0.4%
Global/regional integration	0.4%

**A. General Issues Facing Malawi (continued)**

4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Malawi? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=247)
Agriculture and rural development	39.7%
Education	36.4%
Job creation/employment	33.2%
Economic growth	27.5%
Anti-corruption	25.1%
Private sector development	17.8%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17.4%
Energy	13.0%
Food security	11.3%
Population growth	8.5%
Health	8.5%
Trade and exports	8.1%
Transport (e.g., roads, bridges, transportation)	7.7%
Natural resource management	7.3%
Equality of opportunity (i.e., social inclusion)	5.7%
Gender equity (closing the gap between women and men, and boys and girls)	3.6%
Disaster risk management: long-term efforts for disaster risk reduction	3.2%
Climate change (e.g., mitigation, adaptation)	2.8%
Social protection (e.g., pensions, targeted social assistance)	2.8%
Financial markets	2.4%
Global/regional integration	2.0%
Water and sanitation	2.0%
Urban development	2.0%
Information and communications technology	1.6%
Disease (e.g., HIV/AIDS, Tuberculosis)	1.2%
Judiciary reform	0.8%
Crime and violence	0.8%
Disaster risk management: immediate post-disaster response	0.8%
Pollution	0.4%

**A. General Issues Facing Malawi (continued)**

5. When economic and/or social reform efforts fail or are slow to take place in Malawi, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=243)
Corruption	54.3%
Political pressures and obstacles	36.6%
Inadequate level of government accountability	25.9%
Reforms are not well thought out in light of country challenges	16.5%
Poor coordination within the government	13.2%
Inadequate level of citizen/civil society participation	11.1%
Inadequate level of capacity in the government	10.7%
Inadequate financing by the government	10.3%
Inadequate level of private sector participation	9.9%
Inadequate level of donor coordination	4.5%
Private sector involvement and/or influence	2.5%
Other	0.8%

6. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national/federal government	218	8	4.89	2.31
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	223	4	6.65	2.05
3. The World Bank Group*	223	5	6.73	2.32
4. The International Monetary Fund	217	10	6.14	2.38
5. UN	214	7	6.67	2.28
6. Regional development banks	210	13	5.94	2.16
7. The Reserve Bank of Malawi	220	5	6.17	2.25
8. International private sector	206	13	5.40	2.19
9. Domestic private sector	217	6	5.63	2.14
10. International civil society (e.g., NGOs, CBOs)	217	7	5.78	2.29
11. Domestic civil society (e.g., NGOs, CBOs)	223	3	5.58	2.33
12. Faith-based institutions	221	4	6.08	2.27
13. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	222	5	6.10	2.14
14. International media and their web presence	219	6	6.12	2.21
15. Web based media (i.e., blogs, social media, other web-based news and information sources)	216	12	5.52	2.37

**A. General Issues Facing Malawi (continued)**

7. Please describe the direction Malawi is moving in, when considering ... ?	N	Direction				
		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1. Human capital (e.g., health, nutrition, education, and social protection)	233	10.7%	25.8%	24.9%	35.2%	3.4%
2. Equal opportunity for girls and boys, men and women	234	3.8%	13.7%	32.9%	43.2%	6.4%
3. Growing Malawi's economy in a way that leads to jobs and employment	237	16.0%	34.6%	30.4%	16.0%	3.0%
4. The gap between the rich and the poor	236	36.4%	40.3%	12.7%	5.9%	4.7%
5. Making government more effective	233	21.9%	26.6%	30.5%	17.6%	3.4%
6. Anti-corruption	230	36.1%	20.9%	26.5%	12.2%	4.3%
7. Attracting new sources of foreign investment	233	11.2%	27.5%	39.5%	18.0%	3.9%

8. Listed below are global challenges. Which do you think have the most serious impact on Malawi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=243)
Jobs/employment	43.2%
The gap between the rich and the poor	39.5%
Climate change	33.7%
Environmental degradation	32.9%
Trade constraints	27.6%
Geo political uncertainty	6.2%
Fragility in Malawi or neighboring countries	4.9%
Migrants and refugees	4.5%
Technology based disruption	3.7%
Terrorism	0.8%

9. When thinking about development efforts in Malawi, do you think that civil society (e.g., NGOs, CBOs) should ... ?	Percentage of Respondents (N=242)
Engage significantly less	5.0%
Engage somewhat less	7.4%
Engage somewhat more	23.1%
Engage significantly more	59.1%
Engage at the same level it does currently	4.1%
Don't know	1.2%

10. To what extent do you trust domestic private sector to engage in public service delivery in Malawi?	Percentage of Respondents (N=241)
To a very low degree	16.2%
To a somewhat low degree	31.5%
To a somewhat high degree	36.1%
To a very high degree	12.9%
Don't know	3.3%

**A. General Issues Facing Malawi (continued)**

11. To what extent do you trust international private sector to engage in public service delivery in Malawi?	Percentage of Respondents (N=240)
To a very low degree	12.5%
To a somewhat low degree	33.3%
To a somewhat high degree	39.2%
To a very high degree	12.5%
Don't know	2.5%

B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Malawi? (1-Not familiar at all, 10-Extremely familiar)	237	n/a	5.94	2.41

Effectiveness	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Malawi.* (1-Not effective at all, 10-Very effective)	221	15	6.22	2.11

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Malawi solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	209	25	6.47	2.11

**B. Overall Attitudes toward the World Bank Group (continued)**

4. When thinking about how the World Bank Group can have the most impact on development results in Malawi, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Malawi? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=240)
Agriculture and rural development	35.0%
Education	31.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25.4%
Energy	22.5%
Economic growth	20.4%
Anti-corruption	19.6%
Poverty reduction	18.3%
Job creation/employment	17.9%
Transport (e.g., roads, bridges, transportation)	12.1%
Private sector development	12.1%
Health	10.0%
Natural resource management	7.5%
Trade and exports	7.5%
Food security	7.1%
Disaster risk management: long-term efforts for disaster risk reduction	6.3%
Urban development	5.8%
Water and sanitation	4.6%
Climate change (e.g., mitigation, adaptation)	4.2%
Financial markets	3.8%
Population growth	3.3%
Social protection (e.g., pensions, targeted social assistance)	3.3%
Judiciary reform	2.9%
Disease (e.g., HIV/AIDS, Tuberculosis)	2.1%
Disaster risk management: immediate post-disaster response	2.1%
Equality of opportunity (i.e., social inclusion)	2.1%
Information and communications technology	2.1%
Global/regional integration	1.7%
Gender equity (closing the gap between women and men, and boys and girls)	1.7%
Crime and violence	1.3%
Pollution	0.0%

**B. Overall Attitudes toward the World Bank Group (continued)**

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Malawi?	Percentage of Respondents (N=234)		
	Greatest Value	Second Greatest Value	Combined
Financial resources	32.5%	17.7%	50.2%
Policy advice, studies, analyses	16.2%	17.7%	33.9%
Capacity development related to World Bank Group supported projects	14.1%	14.7%	28.8%
Technical assistance	13.7%	11.6%	25.3%
Implementation support	6.8%	9.5%	16.3%
Donor coordination	5.6%	7.3%	12.9%
Data and statistics	3.8%	6.5%	10.3%
Mobilizing third party financial resources	2.6%	7.3%	9.9%
Bringing together different groups of stakeholders	1.7%	4.7%	6.5%
Promoting knowledge sharing	2.6%	2.6%	5.2%
Other	0.4%	0.4%	0.9%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Malawi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=234)
World Bank Group's processes too slow and complex	21.4%
Too influenced by developed countries	19.7%
Not willing to honestly criticize policies and reform efforts in the country	13.7%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	13.7%
Not adequately flexible	13.2%
Not enough public disclosure of its work	13.2%
Not sufficiently focused on sustainable results	10.3%
Not collaborating enough with private sector	9.0%
Not adequately sensitive to political/social realities in Malawi	8.1%
Don't know	7.7%
Not aligned with country priorities	6.4%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	6.0%
Inadequate World Bank Group's staffing in Malawi	5.1%
Arrogant in its approach	3.4%
Staff too inaccessible	2.6%
Other	0.4%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Malawi? (Select only ONE response)	Percentage of Respondents (N=233)
To a fully sufficient degree	11.2%
To a somewhat sufficient degree	49.8%
To a somewhat insufficient degree	23.2%
To a very insufficient degree	8.6%
Don't know	7.3%

**B. Overall Attitudes toward the World Bank Group (continued)**

8. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?	Percentage of Respondents (N=231)
Increased its emphasis recently	28.1%
Decreased its emphasis recently	7.8%
Emphasis has remained pretty consistent over time	38.1%
Don't know	26.0%

9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=234)
Private sector	41.9%
Local government	41.0%
NGOs/Community Based Organizations	25.6%
Academia/think tanks/research institutes	20.9%
Beneficiaries	19.2%
Donor community	12.0%
Youth/university groups	11.1%
Parliament	10.7%
Media	6.4%
Don't know	1.7%
Other	1.7%
Foundations	1.3%

To what extent do you agree with the following statements about the World Bank Group's work in Malawi? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in Malawi*	220	9	6.85	2.30
11. The World Bank Group's work is aligned with what I consider the development priorities for Malawi*	213	13	6.69	2.36

To what extent is the World Bank Group an effective development partner in Malawi, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	202	18	6.21	2.05
13. Flexibility (in terms of the institution's products and services)*	189	29	5.19	2.00
14. Flexibility (in terms of changing country circumstances)*	193	25	5.24	2.17
15. Being inclusive*	200	15	5.91	2.15
16. Openness (sharing data and other information)*	206	13	6.50	2.46
17. Collaboration with the Government*	200	16	7.31	2.24
18. The speed in which it gets things accomplished on the ground*	195	24	5.58	2.32
19. Helping to bring discipline/effective supervision to implementation of investment projects*	192	26	6.71	2.41
20. Collaboration with civil society*	174	42	5.36	1.98
21. Staff accessibility*	181	32	5.55	2.37
22. Collaboration with other donors and development partners*	177	38	7.03	2.29
23. Collaboration with the private sector*	164	50	5.78	2.13
24. Straightforwardness and honesty*	189	30	6.99	2.49
25. Treating clients and stakeholders in Malawi with respect*	197	21	7.09	2.48
26. Being a long-term partner*	201	17	8.06	2.45

**C. World Bank Group's Effectiveness and Results**

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Malawi? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	117	99	6.38	2.33
2. Gender equity (closing the gap between women and men, and boys and girls)	130	88	6.42	2.20
3. Private sector development	138	78	5.96	2.08
4. Education	161	55	6.96	2.25
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	171	46	6.82	2.29
6. Global/regional integration	122	91	6.66	2.47
7. Food security	161	53	6.68	2.38
8. Urban development	132	75	5.78	2.50
9. Energy	146	67	6.35	2.44
10. Water and sanitation	148	68	6.75	2.41
11. Pollution	93	116	5.06	2.32
12. Job creation/employment	122	87	5.35	2.39
13. Health	147	67	6.44	2.42
14. Financial markets	118	93	6.15	2.57
15. Transport (e.g., roads, bridges, transportation)	151	62	6.63	2.40
16. Agriculture and rural development	163	50	6.94	2.29
17. Trade and exports	116	93	6.03	2.36
18. Natural resource management	129	80	6.43	2.39
19. Climate change (e.g., mitigation, adaptation)	136	79	6.43	2.37
20. Poverty reduction	165	50	6.33	2.52
21. Anti-corruption	132	80	5.74	2.53
22. Judiciary reform	104	107	5.30	2.51
23. Economic growth	157	52	6.50	2.38
24. Disaster risk management: long-term efforts for disaster risk reduction	139	74	6.47	2.37
25. Disaster risk management: immediate post-disaster response	138	74	6.35	2.41
26. Equality of opportunity (i.e., social inclusion)	126	83	6.15	2.38
27. Disease (e.g., HIV/AIDS, Tuberculosis)	122	90	6.52	2.44
28. Information and communications technology	123	88	6.42	2.41
29. Population growth	124	85	5.96	2.44

Achieving Development Results	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in Malawi?* (1-To no degree at all, 10-To a very significant degree)	200	21	6.48	2.02

Influencing the Development Agenda	N	DK	Mean	SD
3. To what extent does the World Bank Group influence the development agenda in Malawi?* (1-To no degree at all, 10-To a very significant degree)	199	24	6.73	2.25

**C. World Bank Group's Effectiveness and Results (continued)**

To what extent do you agree with the following statements about the World Bank Group in Malawi? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Malawi*	173	48	5.70	2.32
5. The World Bank Group meets Malawi's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	184	36	6.49	2.20

6. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Malawi? (Select only ONE response)	Percentage of Respondents (N=221)
Very familiar	3.6%
Somewhat familiar	19.0%
Somewhat unfamiliar	18.1%
Very unfamiliar	36.7%
Don't know	22.6%

How effectively does the World Bank Group support Malawi's efforts ... ? (1-Not effectively at all, 10-Very effectively)	Effectiveness			
	N	DK	Mean	SD
7. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	157	62	5.86	2.21
8. To develop better and stronger data collection/analytics systems within the Government	166	51	6.50	2.24
9. To strengthen the country's crisis preparedness	162	53	6.36	2.38
10. To identify and monitor risks	151	63	6.36	2.35

Systematic Country Diagnosis and Country Partnership Framework Activities	N	DK	Mean	SD
11. How effectively does the World Bank Group's SCD and CPF activities support Malawi's efforts to manage crisis related risks? (1-Not effectively at all, 10-Very effectively)	69	143	5.86	2.39

D. The World Bank Group's Knowledge Work and Activities

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=220)
Weekly	4.5%
Monthly	18.2%
A few times a year	31.8%
Rarely	24.1%
Never	21.4%

**D. The World Bank Group's Knowledge Work and Activities (continued)**

In Malawi, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	173	34	6.05	2.28
3. Include appropriate level of stakeholder involvement during preparation	163	43	6.17	2.24
4. Lead to practical solutions	178	31	6.12	2.21
5. Are source of relevant information on global good practices	177	31	6.92	2.52
6. Are adequately disseminated	177	33	6.10	2.39
7. Are translated enough into local language	145	63	4.30	2.37
8. Are adaptable to Malawi's specific development challenges and country circumstances*	169	39	5.92	2.23

Overall Evaluations	N	DK	Mean	SD
9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	188	23	6.64	2.06
10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	190	26	7.05	2.17

E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	160	54	5.81	2.49
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	183	31	7.17	2.37
3. The World Bank Group's approvals and reviews are done in a timely fashion	167	49	5.95	2.43
4. The World Bank Group's Environmental and Social Framework requirements are reasonable	155	57	6.44	2.42
5. The World Bank Group's conditions on its lending are reasonable	144	68	5.69	2.33
6. The World Bank Group takes decisions quickly in Malawi*	163	50	5.71	2.31
7. Working with the World Bank Group increases Malawi's institutional capacity	184	29	6.99	2.38
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	148	64	6.72	2.56

**F. The Future Role of the World Bank Group in Malawi**

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Malawi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=217)
Reduce the complexity of obtaining World Bank Group financing	27.2%
Increase the level of capacity development in the country	26.3%
Collaborate more effectively with Government clients (e.g., national, state, local)	22.6%
Engage more directly with beneficiaries	22.1%
Engage more effectively with civil society (e.g., NGOs, CBOs)	17.1%
Engage more effectively with private sector	12.9%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	11.5%
Offer more innovative financial products	10.6%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	9.2%
Offer more innovative knowledge services	9.2%
Improve the quality of its experts as related to Malawi's specific challenges	9.2%
Provide more adequate data/knowledge/statistics/figures on Malawi's economy	8.8%
Work faster	7.8%
Other	1.4%
Ensure greater selectivity in its work	0.9%

2. When considering the combination of services that the World Bank Group offers in Malawi, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Malawi? (Select only ONE response)	Percentage of Respondents (N=216)
Financial services	33.8%
Knowledge products	20.8%
Convening services	1.9%
None of the above	0.5%
The combination is appropriate for Malawi	37.5%
Don't know	5.6%

G. Communication and Information Sharing

1. How frequently do you interact with the World Bank Group now in Malawi?	Percentage of Respondents (N=216)
Never	19.9%
Less than once a year	19.0%
Once a year to a few times a year	32.4%
Less than once a month	5.1%
At least once a month	16.2%
At least once a week	7.4%

**G. Communication and Information Sharing (continued)**

2. How do you get most of your information about economic and social development issues in Malawi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=218)
Local newspapers	56.0%
Internet	53.2%
Local radio	16.1%
Local television	15.6%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	13.8%
Periodicals	9.2%
International television	7.8%
Other	3.7%
International radio	3.2%
International newspapers	3.2%

3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=215)
World Bank Group's seminars/workshops/conferences	41.4%
World Bank Group's publications and other written materials	36.3%
World Bank Group's website	35.8%
e-Newsletters	29.8%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	26.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	10.7%

4. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=203)
High speed/WiFi	87.7%
Dial-up	12.3%

5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	209	12.9%	30.1%	43.5%	13.4%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	207	16.9%	29.0%	37.2%	16.9%
Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	208	7.2%	13.9%	18.8%	60.1%
Visited a WBG website (e.g. read a blog, used data)	208	8.2%	18.3%	43.8%	29.8%
Attended an event/conference hosted by the WBG	205	3.9%	8.3%	35.1%	52.7%
Watched a webinar or online event hosted by the WBG	204	5.9%	4.9%	19.1%	70.1%
Read some or all of a WBG research paper or publication	206	6.3%	14.1%	46.1%	33.5%
Met professionally with WBG staff	206	8.3%	13.6%	33.0%	45.1%

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=248)
Employee of a Ministry, Ministerial Department or Implementation Agency	25.0%
NGO/Community Based Organization	15.3%
Local Government Office or Staff	8.5%
Private Sector Organization	8.1%
Media	5.6%
Bilateral Agency	5.2%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	4.8%
Multilateral Agency	4.4%
Academia/Research Institute/Think Tank	4.0%
Independent Government Institution	3.6%
Faith-Based Group	3.2%
Office of Parliamentarian	2.8%
Financial Sector/Private Bank	2.8%
Office of the President, Prime Minister	1.6%
Private Foundation	1.2%
Trade Union	1.2%
Judiciary Branch	1.2%
Other	1.2%
Office of Minister	0.0%
Youth Group	0.0%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=248)
Education	14.9%
Health, nutrition, and population	9.7%
Governance	9.7%
Urban, rural, and social development	8.9%
Generalist (specialized in multiple sectors)	8.5%
Finance and markets	8.1%
Agriculture	8.1%
Transport and ICT	4.4%
Other	4.0%
Environment and natural resources	3.6%
Macroeconomics and fiscal management	3.6%
Social protection and labor	3.2%
Energy and extractives	3.2%
Water	2.4%
Poverty	2.4%
Gender	1.2%
Jobs	1.2%
Fragility, conflict and violence	0.8%
Trade and competitiveness	0.8%
Climate change	0.8%
Public-private partnerships	0.4%

**H. Background Information (continued)**

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country?	Percentage of Respondents (N=246)
Yes	52.8%
No	47.2%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Malawi? (Select only ONE response)	Percentage of Respondents (N=131)
The World Bank (IDA)	93.1%
The International Finance Corporation (IFC)	5.3%
The Multilateral Investment Guarantee Agency (MIGA)	0.8%
International Centre for Settlement of Investment Disputes (ICSID)	0.8%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=128)
Yes	40.6%
No	59.4%

6. Which of the following describes most of your exposure to the World Bank Group in Malawi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=243)
Engage in World Bank Group related/sponsored events/activities	37.4%
Collaborate as part of my professional duties	32.9%
Use World Bank Group reports/data	28.4%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	26.3%
Use World Bank Group website for information, data, research, etc.	25.1%

7. What's your gender?	Percentage of Respondents (N=253)
Female	22.1%
Male	77.9%

8. What's your age?	Percentage of Respondents (N=252)
25 and under	0.4%
26-35	6.3%
36-45	30.6%
46-55	44.8%
56 and above	17.9%

9. Which best represents your geographic location?	Percentage of Respondents (N=251)
Central Region	68.9%
Southern Region	24.7%
Northern Region	6.4%



Appendix B: Responses to Selected Questions by Stakeholder Groups¹⁸

- Office of Parliamentarian N=7 ● Employee of a Ministry N=62 PMU/Consultant on WBG Project N=12 ● Local Government N=21 ● Bilateral/Multilateral Agency N=24
- Private Sector/Financial Sector/Private Bank N=27 ● CSO N=52 ● Media N=14 ● Independent Government Institution N=9 ● Academia N=10 ● Other¹⁹ N=10

A. General Issues facing Malawi

When you think about the future in Malawi, are you ... ?

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Very pessimistic	14.3%	1.6%	0.0%	4.8%	4.2%	14.8%	15.4%	7.1%	11.1%	20.0%	30.0%
Somewhat pessimistic	0.0%	22.6%	18.2%	23.8%	45.8%	18.5%	11.5%	7.1%	33.3%	10.0%	20.0%
Somewhat optimistic	28.6%	43.5%	54.5%	42.9%	37.5%	40.7%	50.0%	42.9%	33.3%	50.0%	40.0%
Very optimistic	57.1%	32.3%	27.3%	23.8%	8.3%	22.2%	19.2%	28.6%	11.1%	10.0%	10.0%
Not sure	0.0%	0.0%	0.0%	4.8%	4.2%	3.7%	3.8%	14.3%	11.1%	10.0%	0.0%

¹⁸ Only 248 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

¹⁹ Includes the following categories: Office of the President, Prime Minister (4), Judiciary Branch (N=3), and Other (N=3).



A. General Issues facing Malawi (continued)

Listed below are a number of development priorities in Malawi. Please identify which of the following you consider the most important development priorities in Malawi. (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Health	42.9%	19.4%	0.0%	4.8%	0.0%	3.7%	15.4%	14.3%	11.1%	22.2%	20.0%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Population growth*	0.0%	3.2%	8.3%	4.8%	33.3%	11.1%	7.7%	28.6%	0.0%	0.0%	0.0%
Water and sanitation	14.3%	4.8%	16.7%	4.8%	4.2%	0.0%	1.9%	0.0%	0.0%	11.1%	10.0%
Job creation/employment	0.0%	12.9%	8.3%	19.0%	16.7%	22.2%	26.9%	14.3%	22.2%	0.0%	0.0%
Social protection	0.0%	0.0%	8.3%	0.0%	4.2%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	3.2%	0.0%	4.8%	12.5%	0.0%	5.8%	0.0%	0.0%	0.0%	10.0%
Private sector development	14.3%	12.9%	0.0%	4.8%	16.7%	14.8%	13.5%	7.1%	22.2%	11.1%	0.0%
Education	28.6%	38.7%	25.0%	19.0%	8.3%	18.5%	30.8%	21.4%	55.6%	55.6%	30.0%
Public sector governance/reform	14.3%	22.6%	8.3%	47.6%	37.5%	29.6%	21.2%	0.0%	11.1%	33.3%	40.0%
Global/regional integration*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%
Food security	0.0%	6.5%	0.0%	14.3%	4.2%	7.4%	15.4%	14.3%	0.0%	0.0%	20.0%
Urban development	0.0%	1.6%	0.0%	9.5%	12.5%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	14.3%	27.4%	33.3%	14.3%	20.8%	22.2%	23.1%	14.3%	11.1%	11.1%	10.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	7.4%	1.9%	0.0%	0.0%	0.0%	10.0%
Disease	0.0%	1.6%	8.3%	0.0%	8.3%	7.4%	3.8%	0.0%	0.0%	0.0%	0.0%
Disaster risk management: long-term efforts for disaster risk reduction	14.3%	4.8%	8.3%	4.8%	8.3%	3.7%	3.8%	0.0%	0.0%	0.0%	0.0%
Disaster risk management: immediate post-disaster response	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%
Economic growth	0.0%	17.7%	50.0%	23.8%	41.7%	22.2%	25.0%	14.3%	22.2%	0.0%	20.0%
Equality of opportunity*	42.9%	1.6%	0.0%	0.0%	0.0%	0.0%	1.9%	7.1%	0.0%	0.0%	0.0%
Transport	14.3%	11.3%	8.3%	9.5%	0.0%	11.1%	5.8%	0.0%	33.3%	11.1%	0.0%
Agriculture and rural development	42.9%	24.2%	41.7%	33.3%	20.8%	33.3%	17.3%	14.3%	33.3%	33.3%	20.0%
Trade and exports	0.0%	12.9%	25.0%	4.8%	0.0%	0.0%	3.8%	0.0%	0.0%	11.1%	10.0%
Crime and violence*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	10.0%
Natural resource management	14.3%	12.9%	8.3%	4.8%	12.5%	11.1%	5.8%	7.1%	0.0%	11.1%	0.0%
Climate change	0.0%	8.1%	16.7%	9.5%	8.3%	0.0%	9.6%	7.1%	11.1%	0.0%	0.0%
Poverty reduction*	42.9%	9.7%	8.3%	23.8%	16.7%	7.4%	9.6%	35.7%	0.0%	44.4%	10.0%
Anti-corruption*	0.0%	16.1%	8.3%	28.6%	0.0%	40.7%	25.0%	35.7%	33.3%	22.2%	10.0%
Judiciary reform*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%
Information and communications technology	0.0%	3.2%	8.3%	4.8%	0.0%	3.7%	3.8%	7.1%	11.1%	0.0%	0.0%

*Significantly different between stakeholder groups



A. General Issues facing Malawi (continued)

When economic and/or social reform efforts fail or are slow to take place in Malawi, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Reforms are not well thought out in light of country challenges	0.0%			18.0%			16.7%			20.0%			22.7%			7.7%			16.7%			14.3%			0.0%			11.1%			40.0%		
Inadequate financing by the government	0.0%			23.0%			8.3%			5.0%			4.5%			0.0%			6.3%			14.3%			11.1%			11.1%			10.0%		
Inadequate level of donor coordination	0.0%			4.9%			8.3%			5.0%			4.5%			0.0%			4.2%			7.1%			11.1%			0.0%			10.0%		
Inadequate level of private sector participation	0.0%			13.1%			8.3%			0.0%			13.6%			3.8%			10.4%			7.1%			11.1%			11.1%			20.0%		
Inadequate level of citizen/civil society participation	28.6%			8.2%			8.3%			10.0%			4.5%			3.8%			14.6%			21.4%			11.1%			22.2%			10.0%		
Corruption	71.4%			42.6%			50.0%			55.0%			31.8%			73.1%			66.7%			57.1%			55.6%			55.6%			50.0%		
Poor coordination within the government	14.3%			23.0%			16.7%			25.0%			9.1%			11.5%			2.1%			14.3%			0.0%			11.1%			10.0%		
Inadequate level of government accountability	14.3%			16.4%			33.3%			25.0%			45.5%			34.6%			31.3%			7.1%			33.3%			0.0%			30.0%		
Inadequate level of capacity in the government	0.0%			8.2%			8.3%			10.0%			31.8%			11.5%			6.3%			7.1%			22.2%			11.1%			10.0%		
Private sector involvement and/or influence	0.0%			1.6%			0.0%			5.0%			4.5%			3.8%			2.1%			0.0%			0.0%			11.1%			0.0%		
Political pressures and obstacles	57.1%			37.7%			33.3%			40.0%			22.7%			46.2%			35.4%			35.7%			44.4%			55.6%			10.0%		
Other*	0.0%			0.0%			8.3%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%		

*Significantly different between stakeholder groups

	Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you trust the World Bank Group to do what is right?*	5	4.40	2.79	56	7.38	1.94	12	7.17	1.64	19	6.79	2.86	23	6.61	1.75	23	6.39	2.37	45	7.27	2.17	11	6.27	2.65	8	4.75	3.58	10	4.90	1.52	9	7.11	1.54

(1-To no degree at all, 10-To a very significant degree) *Significantly different between stakeholder groups



B. Overall Attitudes toward the World Bank Group

	Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Malawi?*	6	2.67	2.42	57	6.67	2.15	12	7.75	1.66	20	5.90	2.51	24	6.96	2.18	25	4.80	1.76	50	5.56	2.36	11	5.00	2.05	8	6.25	3.54	9	5.00	1.58	10	6.20	2.74

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between stakeholder groups

	Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Malawi.*	5	3.00	2.92	56	6.98	1.87	12	7.33	1.61	19	5.58	2.39	20	6.00	1.89	24	5.79	2.04	43	6.44	2.16	11	6.09	1.70	8	5.25	2.12	9	5.89	1.83	9	6.22	1.56

(1-Not effective at all, 10-Very effective) *Significantly different between stakeholder groups



B. Overall Attitudes toward the World Bank Group (continued)

When thinking about how the World Bank Group can have the most impact on development results in Malawi, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Malawi? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Public sector governance/reform	16.7%	24.1%	16.7%	35.0%	29.2%	24.0%	26.0%	8.3%	25.0%	22.2%	40.0%
Financial markets	0.0%	0.0%	0.0%	5.0%	0.0%	8.0%	8.0%	8.3%	0.0%	0.0%	0.0%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Population growth	0.0%	5.2%	0.0%	0.0%	0.0%	8.0%	4.0%	8.3%	0.0%	0.0%	0.0%
Energy	0.0%	27.6%	25.0%	15.0%	41.7%	20.0%	16.0%	16.7%	25.0%	22.2%	0.0%
Health	16.7%	12.1%	8.3%	0.0%	4.2%	8.0%	12.0%	16.7%	0.0%	22.2%	10.0%
Social protection	0.0%	3.4%	8.3%	5.0%	4.2%	4.0%	0.0%	8.3%	0.0%	11.1%	0.0%
Gender equity	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	11.1%	0.0%
Private sector development	0.0%	6.9%	16.7%	10.0%	12.5%	28.0%	14.0%	0.0%	25.0%	11.1%	0.0%
Education	50.0%	31.0%	33.3%	25.0%	20.8%	32.0%	30.0%	25.0%	50.0%	33.3%	50.0%
Global/regional integration	0.0%	1.7%	0.0%	5.0%	4.2%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%
Food security	16.7%	8.6%	0.0%	5.0%	4.2%	12.0%	4.0%	8.3%	0.0%	11.1%	10.0%
Urban development	0.0%	8.6%	0.0%	15.0%	4.2%	8.0%	4.0%	0.0%	0.0%	11.1%	0.0%
Water and sanitation	33.3%	5.2%	8.3%	5.0%	0.0%	0.0%	6.0%	0.0%	0.0%	11.1%	0.0%
Job creation/employment	16.7%	17.2%	25.0%	5.0%	20.8%	20.0%	22.0%	25.0%	25.0%	11.1%	10.0%
Natural resource management*	0.0%	19.0%	0.0%	15.0%	4.2%	4.0%	2.0%	0.0%	0.0%	11.1%	0.0%
Information and communications technology	0.0%	3.4%	8.3%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster risk management: long-term efforts for disaster risk reduction	16.7%	8.6%	8.3%	5.0%	12.5%	0.0%	4.0%	0.0%	0.0%	11.1%	10.0%
Disaster risk management: immediate post-disaster response	0.0%	1.7%	0.0%	0.0%	0.0%	4.0%	4.0%	8.3%	0.0%	0.0%	0.0%
Judiciary reform	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	2.0%	8.3%	12.5%	11.1%	10.0%
Disease	16.7%	0.0%	0.0%	5.0%	4.2%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%
Transport*	0.0%	17.2%	8.3%	15.0%	33.3%	0.0%	10.0%	0.0%	12.5%	0.0%	10.0%
Agriculture and rural development	50.0%	39.7%	41.7%	55.0%	29.2%	40.0%	22.0%	16.7%	37.5%	33.3%	40.0%
Trade and exports	0.0%	6.9%	16.7%	15.0%	12.5%	12.0%	6.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	8.3%	0.0%	11.1%	0.0%
Climate change	0.0%	3.4%	0.0%	5.0%	4.2%	0.0%	6.0%	16.7%	0.0%	0.0%	10.0%
Poverty reduction	33.3%	12.1%	16.7%	15.0%	4.2%	12.0%	28.0%	41.7%	25.0%	33.3%	10.0%
Anti-corruption*	16.7%	8.6%	25.0%	5.0%	8.3%	32.0%	26.0%	41.7%	37.5%	11.1%	30.0%
Economic growth	0.0%	13.8%	33.3%	30.0%	33.3%	16.0%	26.0%	16.7%	0.0%	0.0%	30.0%
Equality of opportunity	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	2.0%	16.7%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



B. Overall Attitudes toward the World Bank Group (continued)

From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Increased its emphasis recently	0.0%	34.5%	50.0%	25.0%	34.8%	8.3%	25.0%	23.1%	37.5%	44.4%	11.1%
Decreased its emphasis recently	20.0%	3.6%	8.3%	5.0%	4.3%	16.7%	6.3%	15.4%	37.5%	0.0%	0.0%
Emphasis has remained pretty consistent over time	60.0%	36.4%	33.3%	45.0%	30.4%	37.5%	41.7%	38.5%	0.0%	55.6%	44.4%
Don't know	20.0%	25.5%	8.3%	25.0%	30.4%	37.5%	27.1%	23.1%	25.0%	0.0%	44.4%

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia	Other
NGOs/Community Based Organizations*	20.0%	10.7%	25.0%	15.0%	4.2%	20.0%	72.9%	8.3%	25.0%	22.2%	0.0%
Donor community*	0.0%	12.5%	8.3%	5.0%	33.3%	12.0%	10.4%	0.0%	0.0%	0.0%	30.0%
Media*	0.0%	3.6%	0.0%	5.0%	0.0%	8.0%	0.0%	66.7%	0.0%	0.0%	0.0%
Local government*	80.0%	44.6%	50.0%	75.0%	37.5%	28.0%	20.8%	25.0%	37.5%	55.6%	70.0%
Private sector*	0.0%	32.1%	25.0%	45.0%	50.0%	64.0%	35.4%	50.0%	75.0%	44.4%	60.0%
Beneficiaries	0.0%	23.2%	41.7%	20.0%	16.7%	24.0%	10.4%	8.3%	25.0%	11.1%	20.0%
Academia/think tanks/research institutes	0.0%	26.8%	33.3%	25.0%	8.3%	20.0%	22.9%	8.3%	0.0%	44.4%	10.0%
Parliament*	80.0%	12.5%	16.7%	0.0%	8.3%	8.0%	4.2%	8.3%	12.5%	22.2%	10.0%
Foundations	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	12.5%	0.0%	0.0%
Youth/university groups	0.0%	19.6%	0.0%	5.0%	12.5%	8.0%	14.6%	8.3%	12.5%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	5.0%	4.2%	4.0%	0.0%	8.3%	0.0%	0.0%	0.0%
Don't know	0.0%	3.6%	0.0%	0.0%	4.2%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

To what extent do you agree with the following statements about the World Bank Group's work in Malawi? (1-Strongly disagree, 10-Strongly agree)

	Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Overall the World Bank Group currently plays a relevant role in development in Malawi*	5	4.20	3.11	56	7.11	2.14	12	7.67	1.72	20	6.60	2.96	21	7.67	1.85	24	5.88	1.96	40	7.33	2.03	10	6.30	2.11	8	7.00	3.38	9	6.56	1.88	10	6.50	2.12
The World Bank Group's work is aligned with what I consider the development priorities for Malawi*	5	4.00	2.83	54	7.13	2.15	12	8.00	1.81	20	6.45	2.84	20	7.20	2.12	22	5.59	2.28	39	7.21	2.23	10	6.30	1.77	8	5.50	3.25	9	5.78	1.39	10	6.30	1.77

*Significantly different between stakeholder groups



B. Overall Attitudes toward the World Bank Group (continued)

To what extent is the World Bank Group an effective development partner in Malawi, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	5	3.60	2.61	51	6.69	1.97	10	7.00	1.49	20	5.80	2.26	19	6.84	1.46	21	5.67	1.91	37	6.59	1.96	9	5.89	1.96	7	5.43	3.41	9	5.67	1.66	10	5.30	1.49
Flexibility (in terms of the institution's products and services)*	4	3.75	2.06	48	5.90	1.67	10	6.40	1.43	17	4.88	2.47	14	5.71	2.27	20	4.50	1.54	37	5.00	2.27	9	5.11	1.36	8	4.38	1.85	9	4.44	1.67	10	4.60	2.27
Flexibility (in terms of changing country circumstances)*	4	4.00	2.45	47	6.00	2.05	11	6.36	1.63	18	4.78	2.41	16	5.75	2.38	22	4.50	1.50	37	5.41	2.42	9	4.89	1.62	7	4.00	1.91	9	4.89	1.76	10	4.60	1.90
Being inclusive*	4	4.00	2.94	50	6.42	1.95	11	7.45	1.21	20	5.85	2.64	19	5.95	2.34	22	5.64	1.87	36	5.69	2.24	8	5.75	1.75	8	4.75	1.39	9	6.00	2.12	10	4.60	1.90
Openness (sharing data and other information)*	5	4.00	3.08	52	6.87	2.25	11	8.09	1.51	19	5.79	2.68	21	7.19	2.14	21	5.67	2.48	38	7.21	2.42	9	5.78	2.95	8	5.50	2.56	9	5.44	1.42	10	5.60	2.07
Collaboration with the Government*	4	4.50	4.36	51	7.33	2.22	11	8.64	1.43	20	7.20	2.61	19	7.58	1.77	20	6.90	2.15	38	8.18	1.97	9	7.00	2.00	7	5.71	2.14	9	7.00	1.73	10	5.30	1.25
The speed in which it gets things accomplished on the ground*	5	3.60	1.95	50	6.32	2.14	10	6.90	2.23	20	6.15	2.35	19	5.79	2.25	18	4.44	2.06	35	5.37	2.58	9	4.44	1.81	8	4.25	2.12	9	6.00	1.58	10	4.40	1.58
Helping to bring discipline/effective supervision to implementation of investment projects*	4	4.00	2.45	50	7.26	2.12	11	8.09	1.14	20	7.10	2.86	18	5.94	2.39	18	6.72	2.63	35	6.89	2.21	8	6.63	2.67	7	4.71	2.87	9	6.22	2.49	10	5.80	2.25
Collaboration with civil society	4	4.25	1.89	40	6.05	2.12	8	5.75	1.39	16	5.25	1.84	14	5.21	1.81	19	5.32	2.33	37	4.68	2.11	9	5.56	1.33	7	5.14	1.46	9	5.33	1.32	9	5.44	2.07
Staff accessibility*	4	3.25	1.71	46	6.46	2.52	10	8.20	1.48	17	5.29	2.28	19	5.79	2.32	16	4.44	1.86	30	4.73	2.43	9	4.78	1.39	8	5.38	1.51	9	4.89	1.90	10	4.70	1.70
Collaboration with other donors and development partners	4	5.00	3.16	44	7.43	2.26	10	8.40	1.58	16	6.56	2.39	21	6.67	2.37	16	6.75	2.18	32	7.34	2.15	6	8.17	3.06	7	6.14	2.27	9	6.22	2.17	9	6.44	2.30
Collaboration with the private sector	3	4.33	2.52	39	6.56	2.30	6	7.00	1.10	14	5.50	2.24	13	6.31	2.25	20	5.10	2.25	33	5.55	2.02	9	5.67	1.32	7	4.57	1.99	9	5.44	1.01	9	5.44	2.01
Straightforwardness and honesty	4	4.50	2.89	47	7.53	2.28	11	7.64	1.63	19	6.95	3.03	20	6.50	2.67	18	7.06	2.29	32	7.16	2.69	9	6.67	2.45	8	6.63	2.83	9	6.56	1.94	10	6.20	2.39
Treating clients and stakeholders in Malawi with respect	4	4.25	2.22	50	7.44	2.51	11	8.45	1.57	19	6.89	2.58	21	7.19	2.29	20	7.35	2.30	35	7.06	2.79	9	7.33	2.65	7	6.43	2.23	9	6.44	1.88	10	5.70	2.58
Being a long-term partner	4	5.50	3.70	51	8.73	2.15	11	8.55	1.57	19	8.16	2.75	21	7.76	2.55	19	7.32	2.71	36	8.11	2.65	9	8.11	2.98	8	8.00	2.33	9	7.78	2.28	10	7.90	1.52

*Significantly different between stakeholder groups

C. World Bank Group's Effectiveness and Results

	Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Malawi?*	5	4.00	2.74	53	6.85	1.78	11	7.18	1.08	18	5.56	2.62	22	6.82	1.65	16	6.25	1.69	39	7.10	1.93	8	6.25	1.91	8	4.63	2.45	9	6.22	1.39	8	6.00	2.73

(1-To no degree at all, 10-To a very significant degree) *Significantly different between stakeholder groups



C. World Bank Group's Effectiveness and Results (continued)

	Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Malawi?*	4	4.25	2.50	52	7.13	1.96	11	7.18	1.08	18	5.83	2.87	22	7.27	1.91	18	6.72	2.22	37	7.46	2.22	8	5.88	1.55	8	4.38	2.45	9	6.00	2.60	9	6.00	2.00

(1-To no degree at all, 10-To a very significant degree) *Significantly different between stakeholder groups

To what extent do you agree with the following statements about the World Bank Group in Malawi? (1- Strongly disagree, 10- Strongly agree)

	Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Malawi*	3	3.00	2.65	43	6.14	2.05	9	6.33	1.41	17	4.47	2.21	16	7.13	2.06	19	5.58	2.27	32	6.16	2.54	7	5.43	2.64	7	3.43	2.44	9	4.89	2.03	9	5.56	1.74
The World Bank Group meets Malawi's needs for knowledge services*	3	4.00	3.00	44	6.70	2.01	11	6.91	1.64	18	5.50	2.23	18	7.39	2.09	16	5.75	1.73	37	7.11	2.17	8	6.13	2.30	8	5.25	3.37	9	6.22	1.92	9	6.11	2.26

*Significantly different between stakeholder groups

D. The World Bank Group's Knowledge Work and Activities

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?*

Percentage of Respondents	Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
Weekly	0.0%			7.7%			20.0%			5.0%			8.7%			0.0%			0.0%			0.0%			0.0%			11.1%			0.0%		
Monthly	20.0%			25.0%			40.0%			10.0%			21.7%			8.3%			14.0%			8.3%			37.5%			11.1%			10.0%		
A few times a year	0.0%			26.9%			30.0%			30.0%			56.5%			25.0%			37.2%			33.3%			62.5%			22.2%			10.0%		
Rarely	20.0%			23.1%			10.0%			15.0%			13.0%			33.3%			25.6%			41.7%			0.0%			22.2%			60.0%		
Never	60.0%			17.3%			0.0%			40.0%			0.0%			33.3%			23.3%			16.7%			0.0%			33.3%			20.0%		

*Significantly different between stakeholder groups

	Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
In Malawi, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Malawi's specific development challenges and country circumstances*	3	3.67	2.08	40	6.43	1.72	9	7.11	1.36	18	4.94	2.86	18	6.22	2.49	17	5.71	2.20	33	6.03	2.62	7	6.86	1.57	6	6.00	1.79	8	4.50	0.93	9	4.89	1.69

(1-To no degree at all, 10-To a very significant degree) *Significantly different between stakeholder groups



D. The World Bank Group's Knowledge Work and Activities (continued)

	Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	4	5.25	3.77	47	6.89	1.78	9	6.78	0.97	16	5.88	2.90	20	7.05	1.90	20	6.05	2.09	37	7.16	1.99	8	6.38	1.69	7	6.14	2.73	9	6.33	1.87	8	6.50	1.77
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	4	5.00	3.16	48	7.40	1.82	10	7.60	1.51	16	6.19	3.33	17	7.24	1.95	19	6.74	1.79	38	7.55	2.01	10	6.60	2.59	7	7.14	2.85	9	6.22	2.33	10	6.60	1.78

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? (1- Strongly disagree, 10- Strongly agree)

	Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Malawi*	4	3.25	1.71	41	6.02	2.15	11	7.27	1.74	16	5.19	2.54	13	5.77	2.45	15	5.60	2.10	27	6.59	2.22	9	5.22	2.17	7	3.29	1.70	9	5.78	2.05	10	4.60	2.27
Where country systems are adequate, the World Bank Group makes appropriate use of them	3	3.67	2.52	42	7.31	2.45	11	8.09	1.81	17	5.71	3.39	10	6.70	2.50	11	6.91	2.43	24	7.29	2.14	7	5.86	2.27	6	5.33	3.44	7	5.86	1.77	9	6.22	1.99

*Significantly different between stakeholder groups



F. The Future Role of the World Bank Group in Malawi

Which of the following SHOULD the World Bank Group do to make itself of greater value in Malawi? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Help to bring discipline/effective supervision to implementation of World Bank Group projects	20.0%	11.5%	20.0%	11.1%	27.3%	4.2%	7.0%	8.3%	0.0%	0.0%	20.0%
Ensure greater selectivity in its work	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%
Improve the quality of its experts as related to Malawi's specific challenges*	0.0%	5.8%	40.0%	5.6%	9.1%	8.3%	9.3%	0.0%	0.0%	33.3%	10.0%
Offer more innovative knowledge services	0.0%	13.5%	0.0%	16.7%	9.1%	0.0%	9.3%	0.0%	12.5%	0.0%	30.0%
Offer more innovative financial products	0.0%	11.5%	10.0%	5.6%	9.1%	12.5%	9.3%	25.0%	12.5%	11.1%	0.0%
Reduce the complexity of obtaining World Bank Group financing	20.0%	26.9%	30.0%	33.3%	18.2%	33.3%	16.3%	58.3%	25.0%	44.4%	20.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	20.0%	5.8%	0.0%	5.6%	45.5%	0.0%	4.7%	8.3%	0.0%	11.1%	10.0%
Provide more adequate data/knowledge/statistics/figures on Malawi's economy	0.0%	9.6%	0.0%	0.0%	0.0%	12.5%	16.3%	25.0%	0.0%	0.0%	0.0%
Engage more effectively with civil society*	0.0%	5.8%	10.0%	11.1%	0.0%	12.5%	58.1%	8.3%	0.0%	11.1%	0.0%
Increase the level of capacity development in the country	20.0%	34.6%	20.0%	22.2%	36.4%	12.5%	20.9%	16.7%	37.5%	33.3%	30.0%
Engage more directly with beneficiaries	60.0%	17.3%	10.0%	22.2%	9.1%	33.3%	20.9%	33.3%	50.0%	22.2%	10.0%
Engage more effectively with private sector*	0.0%	1.9%	10.0%	5.6%	9.1%	45.8%	16.3%	16.7%	25.0%	0.0%	10.0%
Collaborate more effectively with Government clients*	40.0%	40.4%	30.0%	33.3%	9.1%	12.5%	4.7%	0.0%	25.0%	22.2%	50.0%
Work faster	20.0%	11.5%	20.0%	11.1%	9.1%	0.0%	2.3%	0.0%	12.5%	11.1%	10.0%
Other	0.0%	0.0%	0.0%	11.1%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in Malawi?*

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Never	40.0%	9.8%	0.0%	26.3%	0.0%	41.7%	22.7%	36.4%	0.0%	44.4%	10.0%
Less than once a year	0.0%	15.7%	20.0%	26.3%	0.0%	16.7%	27.3%	18.2%	25.0%	11.1%	50.0%
Once a year to a few times a year	40.0%	23.5%	0.0%	42.1%	45.5%	29.2%	40.9%	27.3%	25.0%	33.3%	40.0%
Less than once a month	0.0%	9.8%	0.0%	5.3%	13.6%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
At least once a month	20.0%	33.3%	30.0%	0.0%	22.7%	12.5%	4.5%	9.1%	25.0%	11.1%	0.0%
At least once a week	0.0%	7.8%	50.0%	0.0%	18.2%	0.0%	0.0%	9.1%	25.0%	0.0%	0.0%

*Significantly different between stakeholder groups

How do you get most of your information about economic and social development issues in Malawi? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Local radio	20.0%	15.4%	30.0%	21.1%	0.0%	12.5%	15.9%	27.3%	25.0%	22.2%	10.0%
International radio	0.0%	1.9%	10.0%	5.3%	0.0%	0.0%	4.5%	9.1%	0.0%	11.1%	0.0%
Social media	20.0%	5.8%	20.0%	26.3%	13.6%	16.7%	11.4%	18.2%	25.0%	0.0%	20.0%
International newspapers	0.0%	0.0%	0.0%	0.0%	13.6%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%
Local television*	60.0%	30.8%	20.0%	15.8%	0.0%	4.2%	2.3%	36.4%	0.0%	22.2%	20.0%
Internet	40.0%	55.8%	40.0%	47.4%	63.6%	62.5%	54.5%	27.3%	37.5%	66.7%	40.0%
Periodicals	0.0%	5.8%	0.0%	5.3%	22.7%	8.3%	15.9%	0.0%	12.5%	0.0%	10.0%
International television	20.0%	13.5%	0.0%	5.3%	4.5%	8.3%	2.3%	9.1%	12.5%	0.0%	20.0%
Local newspapers	40.0%	57.7%	70.0%	63.2%	59.1%	54.2%	52.3%	45.5%	62.5%	55.6%	50.0%
Other	0.0%	0.0%	0.0%	0.0%	9.1%	8.3%	4.5%	0.0%	0.0%	0.0%	10.0%

*Significantly different between stakeholder groups

How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
World Bank Group's publications and other written materials*	20.0%	36.5%	90.0%	21.1%	52.4%	29.2%	25.0%	27.3%	50.0%	44.4%	37.5%
e-Newsletters	40.0%	30.8%	10.0%	31.6%	14.3%	33.3%	38.6%	27.3%	12.5%	44.4%	12.5%
World Bank Group's seminars/workshops/conferences	0.0%	50.0%	50.0%	57.9%	28.6%	33.3%	40.9%	9.1%	50.0%	55.6%	50.0%
Direct contact with World Bank Group	40.0%	19.2%	30.0%	21.1%	38.1%	25.0%	25.0%	45.5%	50.0%	11.1%	25.0%
World Bank Group's website	40.0%	44.2%	10.0%	36.8%	28.6%	33.3%	36.4%	45.5%	25.0%	11.1%	62.5%
Social media	40.0%	5.8%	10.0%	21.1%	9.5%	16.7%	9.1%	0.0%	0.0%	0.0%	12.5%

*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)**

Which Internet connection do you use primarily when visiting a World Bank Group website?

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
High speed/WiFi	100.0%	86.0%	88.9%	72.2%	95.2%	95.5%	88.1%	81.8%	100.0%	88.9%	71.4%
Dial-up	0.0%	14.0%	11.1%	27.8%	4.8%	4.5%	11.9%	18.2%	0.0%	11.1%	28.6%

H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country?*

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Yes	42.9%	68.9%	90.9%	76.2%	83.3%	34.6%	20.0%	53.8%	55.6%	40.0%	30.0%
No	57.1%	31.1%	9.1%	23.8%	16.7%	65.4%	80.0%	46.2%	44.4%	60.0%	70.0%

*Significantly different between stakeholder groups

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Malawi? (Select only ONE response)

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
The World Bank (IDA)	100.0%	92.7%	100.0%	93.8%	100.0%	80.0%	75.0%	100.0%	100.0%	100.0%	100.0%
The International Finance Corporation (IFC)	0.0%	7.3%	0.0%	6.3%	0.0%	20.0%	8.3%	0.0%	0.0%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%

Which of the following describes most of your exposure to the World Bank Group in Malawi? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Observer*	42.9%	19.0%	0.0%	14.3%	20.8%	34.6%	46.9%	25.0%	11.1%	20.0%	30.0%
Use World Bank Group reports/data	42.9%	20.7%	8.3%	19.0%	50.0%	34.6%	30.6%	41.7%	11.1%	30.0%	30.0%
Engage in World Bank Group related/sponsored events/activities*	14.3%	63.8%	83.3%	61.9%	25.0%	19.2%	18.4%	8.3%	11.1%	40.0%	20.0%
Collaborate as part of my professional duties*	28.6%	37.9%	41.7%	42.9%	66.7%	11.5%	18.4%	16.7%	55.6%	10.0%	30.0%
Use World Bank Group website for information, data, research, etc.*	14.3%	6.9%	0.0%	19.0%	16.7%	42.3%	42.9%	33.3%	33.3%	60.0%	30.0%

*Significantly different between stakeholder groups

**Appendix C: Responses to Indicator Questions by Geographic Location²⁰**

● Northern Region N=16 ● Central Region N=173 ● Southern Region N=62

A. General Issues Facing Malawi

	Northern Region			Central Region			Southern Region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you trust the World Bank Group to do what is right?	15	6.87	2.47	156	6.71	2.24	49	6.78	2.47

(1-To no degree at all, 10-To a very significant degree)

B. Overall Attitudes toward the World Bank Group

	Northern Region			Central Region			Southern Region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Malawi.	14	6.57	1.45	152	6.28	2.08	52	5.98	2.33

(1-Not effective at all, 10-Very effective)

To what extent do you agree with the following statements about the World Bank Group's work in Malawi?

(1-Strongly disagree, 10-Strongly agree)

	Northern Region			Central Region			Southern Region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Malawi	14	6.71	2.16	151	6.99	2.20	52	6.52	2.59
The World Bank Group's work is aligned with what I consider the development priorities for Malawi	14	7.14	1.83	145	6.72	2.27	51	6.51	2.71

²⁰ 251 respondents provided information about their geographic location (question H9 in the questionnaire).

**B. Overall Attitudes toward the World Bank Group (continued)**

To what extent is the World Bank Group an effective development partner in Malawi, in terms of each of the following?
(1-To no degree at all, 10-To a very significant degree)

	Northern Region			Central Region			Southern Region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	14	6.64	1.78	137	6.26	1.99	48	5.94	2.32
Flexibility (in terms of the institution's products and services)	13	5.69	2.21	127	5.17	1.96	46	5.09	2.14
Flexibility (in terms of changing country circumstances)	14	5.21	1.67	131	5.37	2.12	45	4.89	2.49
Being inclusive	13	5.38	2.02	137	5.90	2.10	47	6.15	2.38
Openness (sharing data and other information)	13	5.62	2.57	140	6.56	2.44	50	6.58	2.47
Collaboration with the Government	14	7.21	2.15	139	7.29	2.17	44	7.34	2.54
The speed in which it gets things accomplished on the ground	14	5.93	2.37	132	5.58	2.31	46	5.63	2.36
Helping to bring discipline/effective supervision to implementation of investment projects	14	6.50	2.50	131	6.81	2.36	44	6.52	2.57
Collaboration with civil society	14	4.50	2.24	117	5.44	1.91	40	5.38	2.07
Staff accessibility	12	4.58	1.88	125	5.70	2.35	41	5.39	2.56
Collaboration with other donors and development partners	10	6.90	2.60	124	7.04	2.26	40	6.88	2.34
Collaboration with the private sector	12	5.17	1.90	115	5.84	2.13	34	5.68	2.25
Straightforwardness and honesty	14	7.21	2.39	123	6.87	2.46	49	7.16	2.64
Treating clients and stakeholders in Malawi with respect	14	7.07	2.53	134	7.19	2.44	46	6.76	2.67
Being a long-term partner	12	8.50	2.68	136	8.04	2.47	50	7.92	2.41

C. World Bank Group's Effectiveness and Results

	Northern Region			Central Region			Southern Region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Malawi?	13	6.77	2.09	136	6.52	2.01	48	6.27	2.11

(1-To no degree at all, 10-To a very significant degree)

	Northern Region			Central Region			Southern Region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Malawi?	13	6.85	2.61	134	6.71	2.15	49	6.82	2.49

(1-To no degree at all, 10-To a very significant degree)

**C. World Bank Group's Effectiveness and Results (continued)****To what extent do you agree with the following statements about the World Bank Group in Malawi?***(1-Strongly disagree, 10-Strongly agree)*

	Northern Region			Central Region			Southern Region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Malawi	10	5.20	1.48	121	5.81	2.34	40	5.53	2.47
The World Bank Group meets Malawi's needs for knowledge services	11	6.00	1.55	126	6.46	2.16	44	6.70	2.43

D. The World Bank Group's Knowledge Work and Activities**In Malawi, to what extent do you believe that the World Bank Group's knowledge work and activities:***(1-To no degree at all, 10-To a very significant degree)*

	Northern Region			Central Region			Southern Region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are adaptable to Malawi's specific development challenges and country circumstances	11	5.36	2.73	119	6.02	2.25	36	5.69	2.05

	Northern Region			Central Region			Southern Region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	12	6.58	1.88	128	6.59	2.03	45	6.80	2.28
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	11	6.73	2.20	131	7.12	2.10	45	6.93	2.40

*(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)***E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Northern Region			Central Region			Southern Region		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Malawi	8	5.63	2.20	114	5.66	2.36	39	5.79	2.28
Where country systems are adequate, the World Bank Group makes appropriate use of them	9	7.56	3.05	102	6.67	2.47	34	6.65	2.77



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group²¹

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY19 Malawi COS questionnaire: All 10-point scale questions and questions B4, B6, B7, and F1.

- Collaborating with the WBG N=130 ● Not collaborating with the WBG N=116

A. General Issues Facing Malawi

To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The national/federal government	114	5.15	2.40	96	4.53	2.21
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	117	6.75	1.95	100	6.59	2.16
The World Bank Group	118	6.96	2.20	99	6.46	2.42
The International Monetary Fund*	113	6.46	2.35	98	5.73	2.42
UN	109	6.75	2.15	98	6.55	2.46
Regional development banks	110	6.08	2.09	94	5.76	2.22
The Reserve Bank of Malawi	115	6.19	2.17	98	6.13	2.38
International private sector	111	5.38	2.00	90	5.40	2.40
Domestic private sector	115	5.50	2.02	95	5.71	2.29
International civil society	113	5.62	2.11	97	5.91	2.46
Domestic civil society*	116	5.23	2.17	100	5.99	2.43
Faith-based institutions	114	5.88	2.09	100	6.34	2.45
Domestic traditional media and their web presence	115	6.07	2.15	101	6.18	2.17
International media and their web presence	113	6.23	2.24	99	6.03	2.18
Web based media	111	5.54	2.32	98	5.58	2.44

*Significantly different between collaborators and non-collaborators

B. Overall Attitudes toward the World Bank Group

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Malawi?*	122	6.53	2.38	108	5.25	2.28

(1-Not familiar at all, 10-Extremely familiar)*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Malawi.	118	6.42	1.91	96	5.91	2.31

(1-Not effective at all, 10-Very effective)

²¹ Only 246 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.



B. Overall Attitudes toward the World Bank Group (continued)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Malawi solve its most complicated development challenges?	115	6.71	1.89	87	6.15	2.29

(1-To no degree at all, 10-To a very significant degree)

When thinking about how the World Bank Group can have the most impact on development results in Malawi, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Malawi? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Public sector governance/reform	24.4%	27.5%
Financial markets	1.6%	5.5%
Pollution	0.0%	0.0%
Population growth	2.4%	4.6%
Energy	26.0%	18.3%
Health	10.6%	10.1%
Social protection	4.1%	2.8%
Gender equity	0.8%	2.8%
Private sector development	12.2%	11.9%
Education	34.1%	27.5%
Global/regional integration	0.8%	2.8%
Food security	6.5%	8.3%
Urban development	5.7%	6.4%
Water and sanitation	2.4%	6.4%
Job creation/employment	17.1%	18.3%
Natural resource management	9.8%	5.5%
Information and communications technology	2.4%	0.9%
Disaster risk management: long-term efforts for disaster risk reduction	4.9%	8.3%
Disaster risk management: immediate post-disaster response	1.6%	2.8%
Judiciary reform	3.3%	1.8%
Disease	0.8%	2.8%
Transport	15.4%	9.2%
Agriculture and rural development	39.0%	32.1%
Trade and exports	8.1%	7.3%
Crime and violence	0.0%	1.8%
Climate change	4.1%	2.8%
Poverty reduction	15.4%	21.1%
Anti-corruption*	13.0%	26.6%
Economic growth	24.4%	16.5%
Equality of opportunity	1.6%	2.8%

*Significantly different between collaborators and non-collaborators



B. Overall Attitudes toward the World Bank Group (continued)

Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in Malawi?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Not collaborating enough with civil society*	5.8%	23.8%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	9.1%	2.9%
Too influenced by developed countries	18.2%	21.9%
Not adequately flexible*	17.4%	6.7%
Not collaborating enough with private sector	7.4%	10.5%
Not aligned with country priorities	6.6%	6.7%
Not adequately sensitive to political/social realities in Malawi	8.3%	8.6%
World Bank Group’s processes too slow and complex	22.3%	20.0%
Not sufficiently focused on sustainable results	11.6%	8.6%
Not enough public disclosure of its work	9.1%	17.1%
Arrogant in its approach	4.1%	2.9%
Inadequate World Bank Group’s staffing in Malawi*	8.3%	1.9%
Not willing to honestly criticize policies and reform efforts in the country	13.2%	14.3%
Staff too inaccessible	4.1%	1.0%
Other	0.8%	0.0%
Don’t know	6.6%	8.6%

*Significantly different between collaborators and non-collaborators

To what extent do you believe that the World Bank Group’s work and support help the poorest in Malawi?
(Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	10.8%	10.5%
To a somewhat sufficient degree	57.5%	41.0%
To a somewhat insufficient degree	18.3%	28.6%
To a very insufficient degree	8.3%	9.5%
Don’t know	5.0%	10.5%

To what extent do you agree with the following statements about the World Bank Group’s work in Malawi?
(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Malawi*	118	7.14	2.28	95	6.49	2.26
The World Bank Group’s work is aligned with what I consider the development priorities for Malawi*	114	7.01	2.38	92	6.29	2.27

*Significantly different between collaborators and non-collaborators

**B. Overall Attitudes toward the World Bank Group (continued)**

To what extent is the World Bank Group an effective development partner in Malawi, in terms of each of the following?

(1-To no degree at all, 10-To a very significant degree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	110	6.53	1.99	85	5.82	2.09
Flexibility (in terms of the institution's products and services)*	99	5.59	2.07	85	4.79	1.87
Flexibility (in terms of changing country circumstances)	101	5.50	2.15	87	4.97	2.21
Being inclusive	109	6.17	2.17	86	5.59	2.14
Openness (sharing data and other information)	113	6.71	2.32	88	6.23	2.65
Collaboration with the Government	108	7.34	2.23	88	7.27	2.28
The speed in which it gets things accomplished on the ground*	109	5.93	2.17	81	5.17	2.49
Helping to bring discipline/effective supervision to implementation of investment projects	107	7.01	2.27	80	6.31	2.57
Collaboration with civil society*	85	5.64	1.79	84	5.01	2.11
Staff accessibility*	104	6.25	2.32	72	4.57	2.15
Collaboration with other donors and development partners	100	7.32	2.21	71	6.70	2.37
Collaboration with the private sector*	83	6.18	2.15	75	5.40	2.03
Straightforwardness and honesty	104	7.01	2.33	80	6.94	2.70
Treating clients and stakeholders in Malawi with respect	110	7.35	2.30	82	6.78	2.72
Being a long-term partner	107	8.19	2.32	88	7.93	2.65

*Significantly different between collaborators and non-collaborators



C. World Bank Group's Effectiveness and Results

How **EFFECTIVE** do you believe the World Bank Group is in terms of the work it does in the following areas of development in Malawi? (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	64	6.69	2.20	50	6.02	2.52
Gender equity	70	6.66	2.06	57	6.12	2.38
Private sector development	73	6.08	2.03	62	5.85	2.19
Education	85	7.18	2.13	72	6.69	2.40
Public sector governance/reform	91	6.82	2.31	76	6.82	2.32
Global/regional integration	65	6.92	2.25	55	6.36	2.72
Food security	89	6.92	2.32	70	6.37	2.44
Urban development	71	5.96	2.48	59	5.56	2.55
Energy	74	6.69	2.36	68	5.94	2.52
Water and sanitation*	77	7.09	2.31	66	6.24	2.49
Pollution*	48	5.67	2.08	41	4.17	2.38
Job creation/employment	63	5.63	2.13	55	4.98	2.66
Health	80	6.59	2.38	63	6.14	2.49
Financial markets	62	6.31	2.20	53	5.91	2.96
Transport	79	6.97	2.42	68	6.22	2.41
Agriculture and rural development	86	7.17	2.30	72	6.64	2.30
Trade and exports	60	6.17	2.23	53	5.85	2.52
Natural resource management	72	6.63	2.25	53	6.08	2.59
Climate change	73	6.70	2.26	59	6.00	2.51
Poverty reduction	88	6.47	2.41	73	6.19	2.70
Anti-corruption	65	5.91	2.45	63	5.44	2.60
Judiciary reform	52	5.65	2.43	48	4.81	2.60
Economic growth	81	6.67	2.25	72	6.35	2.55
Disaster risk management: long-term efforts for disaster risk reduction*	74	6.91	2.20	61	5.92	2.51
Disaster risk management: immediate post-disaster response*	77	6.94	2.26	57	5.65	2.48
Equality of opportunity	61	6.38	2.42	61	5.90	2.40
Disease	63	6.62	2.26	55	6.33	2.67
Information and communications technology	66	6.77	2.31	54	6.00	2.53
Population growth	62	6.23	2.42	58	5.59	2.49

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Malawi?	106	6.54	2.09	88	6.38	1.97

(1-To no degree at all, 10-To a very significant degree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Malawi?	106	6.78	2.24	88	6.63	2.30

(1-To no degree at all, 10-To a very significant degree)

**C. World Bank Group's Effectiveness and Results (continued)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Malawi*	93	6.04	2.24	75	5.17	2.35
The World Bank Group meets Malawi's needs for knowledge services	99	6.48	2.13	80	6.50	2.33

(1- Strongly disagree, 10- Strongly agree) *Significantly different between collaborators and non-collaborators

How effectively does the World Bank Group support Malawi's efforts ... ? (1-Not effectively at all, 10-Very effectively)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government	81	6.07	2.05	71	5.63	2.42
To develop better and stronger data collection/analytics systems within the Government	86	6.69	2.09	75	6.24	2.43
To strengthen the country's crisis preparedness	89	6.69	2.23	69	5.96	2.57
To identify and monitor risks	83	6.53	2.25	64	6.14	2.53

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group's SCD and CPF activities support Malawi's efforts to manage crisis related risks?	37	6.11	2.23	31	5.42	2.47

(1-Not effectively at all, 10-Very effectively)

D. The World Bank Group's Knowledge Work and Activities

In Malawi, to what extent do you believe that the World Bank Group's knowledge work and activities: (1- To no degree at all, 10- To a very significant degree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	97	6.27	2.16	72	5.86	2.43
Include appropriate level of stakeholder involvement during preparation	93	6.31	2.17	66	5.98	2.40
Lead to practical solutions	98	6.27	2.03	76	5.95	2.44
Are source of relevant information on global good practices	98	7.03	2.43	75	6.81	2.66
Are adequately disseminated	99	6.37	2.28	74	5.68	2.55
Are translated enough into local language	80	4.54	2.40	61	3.97	2.31
Are adaptable to Malawi's specific development challenges and country circumstances	95	6.07	1.97	69	5.65	2.48

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	101	6.86	1.94	83	6.39	2.23

(1- Not significant at all, 10- Very significant)

**D. The World Bank Group's Knowledge Work and Activities (continued)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	101	7.15	2.11	84	6.93	2.25

(1- Very low technical quality, 10- Very high technical quality)

E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	91	6.00	2.41	64	5.55	2.65
The World Bank Group effectively monitors and evaluates the projects and programs it supports	99	7.10	2.47	79	7.20	2.29
The World Bank Group's approvals and reviews are done in a timely fashion	92	5.79	2.41	70	6.07	2.49
The World Bank Group's Environmental and Social Framework requirements are reasonable	89	6.39	2.49	61	6.57	2.36
The World Bank Group's conditions on its lending are reasonable	79	5.95	2.29	60	5.38	2.36
The World Bank Group takes decisions quickly in Malawi	91	5.81	2.33	67	5.55	2.36
Working with the World Bank Group increases Malawi's institutional capacity	100	7.12	2.33	79	6.82	2.49
Where country systems are adequate, the World Bank Group makes appropriate use of them	85	6.86	2.47	58	6.53	2.76

F. The future role of the World Bank Group in Malawi

Which of the following SHOULD the World Bank Group do to make itself of greater value in Malawi? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Help to bring discipline/effective supervision to implementation of World Bank Group projects	12.7%	10.9%
Ensure greater selectivity in its work	0.0%	2.0%
Improve the quality of its experts as related to Malawi's specific challenges	9.1%	9.9%
Offer more innovative knowledge services	8.2%	10.9%
Offer more innovative financial products	12.7%	8.9%
Reduce the complexity of obtaining World Bank Group financing	29.1%	23.8%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	13.6%	4.0%
Provide more adequate data/knowledge/statistics/figures on Malawi's economy*	2.7%	15.8%
Engage more effectively with civil society*	7.3%	28.7%
Increase the level of capacity development in the country	31.8%	20.8%
Engage more directly with beneficiaries	19.1%	25.7%
Engage more effectively with private sector	10.9%	15.8%
Collaborate more effectively with Government clients*	28.2%	14.9%
Work faster	10.0%	5.0%
Other	0.9%	2.0%

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year²²

All data presented in this appendix are weighted. As a result, means of the FY 2019 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2016 respondents and the total number of respondents indicated may differ from those reported in the FY 2016 COS report.

- FY 2016 Number of comparable respondents = 320
- FY 2019 Number of comparable respondents = 245

By weighting, the FY 2016 and FY 2019 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2016	FY 2019
Office of the President/Prime Minister/Minister	2.0%	2.0%
Office of Parliamentarian	3.0%	3.0%
Government Institutions	33.0%	33.0%
Local Government	9.0%	9.0%
Bilateral/Multilateral Agency	8.5%	8.5%
Civil Society	23.0%	23.0%
Private Sector	12.0%	12.0%
Academia/Research Institute/Think Tank	4.5%	4.5%
Media	5.0%	5.0%

B. Overall Attitudes toward the World Bank Group

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Malawi?*	317	6.51	2.06	229	5.92	2.38

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY2016 and FY2019

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Malawi.	301	6.44	2.06	213	6.25	2.12

(1-Not effective at all, 10-Very effective)

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Malawi solve its most complicated development challenges?	276	6.74	2.04	201	6.43	2.12

(1-To no degree at all, 10-To a very significant degree)

²² Only those questions that were asked in the FY 2016 and FY 2019 country opinion surveys, with similar response scales/options, are presented in this appendix.

**B. Overall Attitudes toward the World Bank Group (continued)**

To what extent do you believe that the World Bank Group's work and support help the poorest in Malawi?
(Select only ONE response)

Percentage of Respondents	FY 2016	FY 2019
To a fully sufficient degree	6.3%	11.1%
To a somewhat sufficient degree	53.6%	49.8%
To a somewhat insufficient degree	22.4%	23.1%
To a very insufficient degree	11.0%	8.4%
Don't know	6.6%	7.6%

To what extent do you agree with the following statements about the World Bank Group's work in Malawi?
(1-Strongly disagree, 10-Strongly agree)

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Malawi	304	6.93	2.06	212	6.87	2.28
The World Bank Group's work is aligned with what I consider the development priorities for Malawi	296	6.46	2.26	206	6.69	2.34

To what extent is the World Bank Group an effective development partner in Malawi, in terms of each of the following?
(1-To no degree at all, 10-To a very significant degree)

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	300	6.20	1.98	195	6.21	2.05
Flexibility (in terms of the institution's products and services)	276	5.17	1.96	184	5.15	2.02
Flexibility (in terms of changing country circumstances)	278	5.35	1.88	188	5.26	2.16
Being inclusive	284	5.87	2.05	194	5.89	2.16
Openness (sharing data and other information)	297	6.62	2.37	200	6.49	2.46
Collaboration with the Government*	302	7.73	1.85	195	7.31	2.25
The speed in which it gets things accomplished on the ground	275	5.55	2.03	190	5.57	2.32
Helping to bring discipline/effective supervision to implementation of investment projects'				187	6.74	2.43
Collaboration with civil society*	242	6.26	2.30	170	5.29	2.00
Staff accessibility*	267	5.95	2.33	174	5.48	2.36
Collaboration with other donors and development partners*	275	7.88	1.77	170	7.02	2.31
Collaboration with the private sector*	245	6.32	2.10	160	5.75	2.11
Straightforwardness and honesty	276	7.16	2.31	183	6.99	2.50
Treating clients and stakeholders in Malawi with respect	279	7.34	2.14	192	7.08	2.51
Being a long-term partner*	302	8.69	1.81	193	8.11	2.47

*Significantly different between FY2016 and FY2019

' Only FY 2019 questionnaire had this response option.



C. World Bank Group's Effectiveness and Results

How **EFFECTIVE** do you believe the World Bank Group is in terms of the work it does in the following areas of development in Malawi? (1-Not effective at all, 10-Very effective)

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Social protection ¹				114	6.41	2.32
Gender equity ¹				127	6.47	2.18
Private sector development ¹				136	5.95	2.10
Education	231	7.34	1.99	157	6.98	2.25
Public sector governance/reform	234	7.15	2.05	165	6.82	2.31
Global/regional integration ¹				120	6.70	2.45
Food security ¹	231	7.15	2.03	158	6.65	2.39
Urban development ¹				129	5.83	2.49
Energy	176	6.46	2.30	144	6.33	2.44
Water and sanitation	202	6.99	2.14	145	6.78	2.41
Pollution ¹				91	5.05	2.33
Job creation/employment ¹				117	5.38	2.38
Health ¹				144	6.48	2.42
Financial markets ²	219	7.28	1.92	116	6.22	2.55
Transport ³	199	6.89	2.02	148	6.65	2.39
Agriculture and rural development ⁴	257	7.03	1.87	157	6.96	2.31
Trade and exports ¹				112	6.13	2.32
Natural resource management	179	6.29	2.03	125	6.45	2.41
Climate change	185	6.59	2.06	132	6.38	2.41
Poverty reduction ¹	248	6.99	2.24	159	6.39	2.50
Anti-corruption ¹				127	5.78	2.54
Judiciary reform ¹				101	5.38	2.52
Economic growth ⁵	217	7.18	2.09	151	6.56	2.37
Disaster risk management: long-term efforts for disaster risk reduction ¹				134	6.45	2.41
Disaster risk management: immediate post-disaster response ¹				133	6.33	2.45
Equality of opportunity ¹				123	6.20	2.38
Disease ⁶	164	6.62	2.32	119	6.49	2.47
Information and communications technology ¹				120	6.43	2.45
Population growth ¹				120	5.94	2.47

*Significantly different between FY2016 and FY2019

¹ Only FY 2019 questionnaire had this response option.

² In FY 2016, the category was "Financial sector development"

³ In FY 2016, the category was "Transport infrastructure"

⁴ In FY 2016, there were two categories related to agriculture and rural development: "Integrated rural development" and "Agricultural development." A mean score of responses to these two categories was calculated and included in a separate variable that then was compared to FY 2019 "Agriculture and rural development" category.

⁵ In FY 2016, the category was "Macroeconomic management and economic growth"

⁶ In FY 2016, the category was "Communicable/non-communicable diseases"

**C. World Bank Group's Effectiveness and Results (continued)**

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Malawi?*	299	6.89	1.87	193	6.50	2.02

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2016 and FY2019

To what extent do you agree with the following statements about the World Bank Group in Malawi?

(1-Strongly disagree, 10-Strongly agree)

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Malawi*	280	6.15	2.14	169	5.68	2.33
The World Bank Group meets Malawi's needs for knowledge services	277	6.66	1.95	179	6.44	2.21

*Significantly different between FY2016 and FY2019

D. The World Bank Group's Knowledge Work and Activities**How frequently do you consult World Bank Group's knowledge work and activities in the work you do?**

Percentage of Respondents	FY 2016	FY 2019
Weekly	5.1%	4.7%
Monthly	12.0%	17.8%
A few times a year	37.0%	32.2%
Rarely	24.1%	23.8%
Never	21.8%	21.5%

In Malawi, to what extent do you believe that the World Bank Group's knowledge work and activities:

(1-To no degree at all, 10-To a very significant degree)

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Are timely	251	6.31	1.97	168	6.06	2.26
Include appropriate level of stakeholder involvement during preparation	260	6.48	1.99	160	6.14	2.23
Lead to practical solutions	273	6.25	2.06	175	6.09	2.22
Are source of relevant information on global good practices*	279	7.67	1.87	173	6.89	2.54
Are adequately disseminated	270	6.21	2.25	173	6.06	2.38
Are translated enough into local language'				142	4.30	2.36
Are adaptable to Malawi's specific development challenges and country circumstances	280	6.11	2.20	166	5.87	2.26

*Significantly different between FY2016 and FY2019

' Only FY 2019 questionnaire had this response option.

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	294	6.93	2.10	183	6.63	2.08
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	281	7.67	1.69	185	7.05	2.19

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) *Significantly different between FY2016 and FY2019

**E. Working with the World Bank Group**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	238	6.13	2.24	155	5.88	2.48
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	277	7.73	1.83	179	7.22	2.34
The World Bank Group's approvals and reviews are done in a timely fashion*	245	6.43	2.07	161	5.98	2.43
The World Bank Group's Environmental and Social Framework requirements are reasonable'	209	6.83	2.19	151	6.48	2.42
The World Bank Group's conditions on its lending are reasonable*	231	6.13	2.28	140	5.63	2.36
The World Bank Group takes decisions quickly in Malawi	244	5.96	2.17	159	5.73	2.32
Working with the World Bank Group increases Malawi's institutional capacity*	269	7.59	1.86	178	6.99	2.40
Where country systems are adequate, the World Bank Group makes appropriate use of them*	224	7.36	2.27	143	6.74	2.58

*Significantly different between FY2016 and FY2019

' In FY 2016, the category was "the World Bank Group's 'Safeguard Policy' requirements are reasonable".

F. The future role of the World Bank Group in Malawi

When considering the combination of services that the World Bank Group offers in Malawi, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Malawi?* (Select only ONE response)

Percentage of Respondents	FY 2016	FY 2019
Financial services	33.4%	34.0%
Knowledge products	18.4%	21.1%
Convening services	0.3%	1.9%
None of the above	1.3%	0.5%
The combination is appropriate for Costa Rica	44.6%	36.8%
Don't know	2.0%	5.7%

*Significantly different between FY2016 and FY2019

G. Communication and Information Sharing

Which Internet connection do you use primarily when visiting a World Bank Group website?

Percentage of Respondents	FY 2016	FY 2019
High speed/WiFi	82.2%	87.9%
Dial-up	17.8%	12.1%



Appendix F: Indicator Questions as a Function of Exposure to the World Bank Group

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Malawi? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
To what extent do you trust The World Bank Group to do what is right?	6.46	6.96	6.88	6.08	6.65	6.82	6.45	7.08	6.60	6.88	6.77	6.51
Overall, please rate your impression of the World Bank Group's effectiveness in Malawi.	5.91	6.42	6.45	5.46	6.18	6.28	5.97	6.60	6.01	6.58	6.25	6.11
Overall the World Bank Group currently plays a relevant role in development in Malawi	6.49	7.14	7.05	6.43	6.88	6.98	6.82	7.05	6.65	7.36	6.98	6.67
The World Bank Group's work is aligned with what I consider the development priorities for Malawi	6.29	7.01	6.82	6.32	6.59	7.02	6.67	6.77	6.52	7.07	6.80	6.47
Responsiveness to needs	5.82	6.53	6.29	5.98	6.23	6.19	6.03	6.51	6.06	6.51	6.42	5.64
Flexibility (in terms of the institution's products and services)	4.79	5.59	5.23	5.15	5.37	4.83	4.93	5.64	5.11	5.41	5.41	4.64
Flexibility (in terms of changing country circumstances)	4.97	5.50	5.31	5.05	5.36	4.98	4.90	5.79	5.08	5.59	5.47	4.63
Being inclusive	5.59	6.17	5.92	5.95	6.01	5.70	5.65	6.33	5.84	6.07	6.10	5.43
Openness (sharing data and other information)	6.23	6.71	6.52	6.39	6.45	6.60	6.25	6.87	6.22	6.96	6.62	6.12
Collaboration with the Government	7.27	7.34	7.34	7.19	7.40	7.09	7.13	7.58	7.15	7.60	7.30	7.35
The speed in which it gets things accomplished on the ground	5.17	5.93	5.60	5.63	5.88	4.93	5.24	6.17	5.63	5.58	5.73	5.26
Helping to bring discipline/effective supervision to implementation of investment projects	6.31	7.01	6.69	6.97	6.97	6.16	6.58	6.97	6.67	6.88	6.83	6.49
Collaboration with civil society	5.01	5.64	5.26	5.64	5.50	5.02	5.44	5.17	5.24	5.54	5.39	5.22
Staff accessibility	4.57	6.25	5.69	5.06	5.73	5.23	5.17	6.15	5.36	5.93	5.79	4.93
Collaboration with other donors and development partners	6.70	7.32	7.06	6.84	7.00	7.06	6.99	7.05	6.99	7.06	7.05	6.93
Collaboration with the private sector	5.40	6.18	5.78	5.97	5.85	5.73	5.71	5.97	5.78	5.88	5.91	5.56
Straightforwardness and honesty	6.94	7.01	6.88	7.23	7.10	6.60	6.80	7.19	6.92	7.01	7.00	6.83
Treating clients and stakeholders in Malawi with respect	6.78	7.35	7.18	6.56	7.08	6.98	6.82	7.40	6.94	7.23	7.17	6.70
Being a long-term partner	7.93	8.19	8.06	7.95	8.11	7.84	7.87	8.29	7.98	8.12	8.08	7.89
To what extent does the World Bank Group's work help to achieve development results in Malawi?	6.38	6.54	6.46	6.47	6.46	6.48	6.43	6.51	6.41	6.56	6.41	6.65
To what extent does the World Bank Group influence the development agenda in Malawi?	6.63	6.78	6.78	6.73	6.73	6.86	6.76	6.79	6.73	6.84	6.72	6.94
The World Bank Group's financial instruments meet the needs of Malawi	5.17	6.04	5.67	5.79	5.80	5.46	5.58	5.89	5.61	5.89	5.81	5.39
The World Bank Group meets Malawi's needs for knowledge services	6.50	6.48	6.50	6.46	6.40	6.71	6.49	6.50	6.50	6.48	6.38	6.83
The World Bank Group's knowledge work and activities are adaptable to Malawi's specific development challenges and country circumstances	5.65	6.07	6.01	5.48	5.82	6.12	5.69	6.21	5.97	5.81	5.92	5.90
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.39	6.86	6.70	6.38	6.60	6.70	6.50	6.82	6.51	6.84	6.61	6.69
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.93	7.15	7.11	6.73	7.08	6.91	6.98	7.10	6.92	7.22	6.93	7.29
The World Bank Group takes decisions quickly in Malawi	5.55	5.81	5.74	5.59	5.85	5.37	5.13	6.51	5.88	5.40	5.68	5.79
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.53	6.86	6.63	6.73	6.90	5.92	6.16	7.25	6.67	6.63	6.73	6.39

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: Malawi FY19 COS Questionnaire



World Bank Group Country Survey FY 2019 – Malawi

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Malawi or who observe activities related to social and economic development. The following survey will give the World Bank Group’s team that works in Malawi, greater insight into how the Bank’s work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Malawi.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you’ll be candid.

Finally, the survey relates to the World Bank Group’s work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check “Don’t know”.

PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.

**SECTION A: GENERAL ISSUES FACING MALAWI**

A1. When you think about the future in Malawi, are you ... ?	
1	Very pessimistic
2	Somewhat pessimistic
3	Somewhat optimistic
4	Very optimistic
5	Not sure

A2. Do you think that economic opportunity for citizens in Malawi is ... ?	
1	Increasing
2	Decreasing
3	Staying about the same

A3. Listed below are a number of development priorities in Malawi. Please identify which of the following you consider the most important development priorities in Malawi. (Choose no more than THREE)			
1	Health	16	Disease (e.g., HIV/AIDS, Tuberculosis)
2	Pollution	17	Disaster risk management: long-term efforts for disaster risk reduction
3	Population growth	18	Disaster risk management: immediate post-disaster response
4	Water and sanitation	19	Economic growth
5	Job creation/employment	20	Equality of opportunity (i.e., social inclusion)
6	Social protection (e.g., pensions, targeted social assistance)	21	Transport (e.g., roads, bridges, transportation)
7	Gender equity (closing the gap between women and men, and boys and girls)	22	Agriculture and rural development
8	Private sector development	23	Trade and exports
9	Education	24	Crime and violence
10	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25	Natural resource management
11	Global/regional integration	26	Climate change (e.g., mitigation, adaptation)
12	Food security	27	Poverty reduction
13	Urban development	28	Anti-corruption
14	Energy	29	Judiciary reform
15	Financial markets	30	Information and communications technology

**SECTION A: GENERAL ISSUES**

A4. Poverty reduction is a broad term that encompasses work in many different areas.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Malawi? (Choose no more than THREE)			
1	Climate change (e.g., mitigation, adaptation)	16	Global/regional integration
2	Agriculture and rural development	17	Gender equity (closing the gap between women and men, and boys and girls)
3	Transport (e.g., roads, bridges, transportation)	18	Food security
4	Economic growth	19	Water and sanitation
5	Social protection (e.g., pensions, targeted social assistance)	20	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
6	Trade and exports	21	Private sector development
7	Crime and violence	22	Education
8	Disaster risk management: long-term efforts for disaster risk reduction	23	Pollution
9	Disaster risk management: immediate post-disaster response	24	Population growth
10	Equality of opportunity (i.e., social inclusion)	25	Job creation/employment
11	Disease (e.g., HIV/AIDS, Tuberculosis)	26	Health
12	Information and communications technology	27	Financial markets
13	Energy	28	Urban development
14	Anti-corruption	29	Natural resource management
15	Judiciary reform		

A5. When economic and/or social reform efforts fail or are slow to take place in Malawi, which of the following would you attribute this to? (Choose no more than TWO)	
1	Reforms are not well thought out in light of country challenges
2	Inadequate financing by the government
3	Inadequate level of donor coordination
4	Inadequate level of private sector participation
5	Inadequate level of citizen/civil society participation
6	Corruption
7	Poor coordination within the government
8	Inadequate level of government accountability
9	Inadequate level of capacity in the government
10	Private sector involvement and/or influence
11	Political pressures and obstacles
12	Other (please specify): _____

**SECTION A: GENERAL ISSUES**

A6. To what extent do you trust each of the following groups to do what is right?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
1	The national/federal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	The Reserve Bank of Malawi	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

A7. Please describe the direction Malawi is moving in, when considering ... ?						
		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1	Human capital (e.g., health, nutrition, education, and social protection)	<input type="checkbox"/>				
2	Equal opportunity for girls and boys, men and women	<input type="checkbox"/>				
3	Growing Malawi's economy in a way that leads to jobs and employment	<input type="checkbox"/>				
4	The gap between the rich and the poor	<input type="checkbox"/>				
5	Making government more effective	<input type="checkbox"/>				
6	Anti-corruption	<input type="checkbox"/>				
7	Attracting new sources of foreign investment	<input type="checkbox"/>				

**SECTION A: GENERAL ISSUES**

A8. Listed below are global challenges. Which do you think have the most serious impact on Malawi? (Choose no more than TWO)

1	Migrants and refugees	6	Fragility in Malawi or neighboring countries
2	Trade constraints	7	Geo political uncertainty
3	Terrorism	8	Environmental degradation
4	Jobs/employment	9	Technology based disruption
5	Climate change	10	The gap between the rich and the poor

A9. When thinking about development efforts in Malawi, do you think that civil society (e.g., NGOs, CBOs) should ... ?

1	Engage significantly less
2	Engage somewhat less
3	Engage somewhat more
4	Engage significantly more
5	Engage at the same level it does currently
6	Don't know

A10. To what extent do you trust domestic private sector to engage in public service delivery in Malawi?

1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

A11. To what extent do you trust international private sector to engage in public service delivery in Malawi?

1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

B1. How familiar are you with the work of the World Bank Group in Malawi?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

B2. Overall, please rate your impression of the World Bank Group's effectiveness in Malawi.										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Malawi solve its most complicated development challenges?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

B4. When thinking about how the World Bank Group can have the most impact on development results in Malawi, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Malawi? (Choose no more than THREE)			
1	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16	Natural resource management
2	Financial markets	17	Information and communications technology
3	Pollution	18	Disaster risk management: long-term efforts for disaster risk reduction
4	Population growth	19	Disaster risk management: immediate post-disaster response
5	Energy	20	Judiciary reform
6	Health	21	Disease (e.g., HIV/AIDS, Tuberculosis)
7	Social protection (e.g., pensions, targeted social assistance)	22	Transport (e.g., roads, bridges, transportation)
8	Gender equity (closing the gap between women and men, and boys and girls)	23	Agriculture and rural development
9	Private sector development	24	Trade and exports
10	Education	25	Crime and violence
11	Global/regional integration	26	Climate change (e.g., mitigation, adaptation)
12	Food security	27	Poverty reduction
13	Urban development	28	Anti-corruption
14	Water and sanitation	29	Economic growth
15	Job creation/employment	30	Equality of opportunity (i.e., social inclusion)

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Malawi?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Malawi? (Choose no more than TWO)	
1	Not collaborating enough with civil society (e.g., NGOs, CBOs)
2	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
3	Too influenced by developed countries
4	Not adequately flexible
5	Not collaborating enough with private sector
6	Not aligned with country priorities
7	Not adequately sensitive to political/social realities in Malawi
8	World Bank Group's processes too slow and complex
9	Not sufficiently focused on sustainable results
10	Not enough public disclosure of its work
11	Arrogant in its approach
12	Inadequate World Bank Group's staffing in Malawi
13	Not willing to honestly criticize policies and reform efforts in the country
14	Staff too inaccessible
15	Other (please specify): _____
16	Don't know

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Malawi? (Select only ONE response)

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

B8. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?

1	Increased its emphasis recently
2	Decreased its emphasis recently
3	Emphasis has remained pretty consistent over time
4	Don't know

B9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

1	NGOs/Community Based Organizations	7	Academia/think tanks/research institutes
2	Donor community	8	Parliament
3	Media	9	Foundations
4	Local government	10	Youth/university groups
5	Private sector	11	Other (please specify): _____
6	Beneficiaries	12	Don't know

To what extent do you agree with the following statements about the World Bank Group's work in Malawi?

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B10	Overall the World Bank Group currently plays a relevant role in development in Malawi												<input type="checkbox"/>
B11	The World Bank Group's work is aligned with what I consider the development priorities for Malawi												<input type="checkbox"/>

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

To what extent is the World Bank Group an effective development partner in Malawi, in terms of each of the following?		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
B12	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B13	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B14	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B15	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B16	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B19	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B25	Treating clients and stakeholders in Malawi with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B26	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>



SECTION C: WORLD BANK GROUP’S EFFECTIVENESS AND RESULTS

C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Malawi? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond “Don’t know”)

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Pollution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Natural resource management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Anti-corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Judiciary reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Disaster risk management: long-term efforts for disaster risk reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Disaster risk management: immediate post-disaster response	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Disease (e.g., HIV/AIDS, Tuberculosis)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Population growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

C2. To what extent does the World Bank Group’s work help to achieve development results in Malawi?

1	2	3	4	5	6	7	8	9	10		
										<input type="checkbox"/>	
To no degree at all										To a very significant degree	Don't know

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

C3. To what extent does the World Bank Group influence the development agenda in Malawi?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

To what extent do you agree with the following statements about the World Bank Group in Malawi?																					
											Strongly disagree	Strongly agree	Don't know								
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Malawi										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group meets Malawi's needs for knowledge services (e.g., research, analysis, data, technical assistance)										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C6. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Malawi? (Select only ONE response)	
1	Very familiar
2	Somewhat familiar
3	Somewhat unfamiliar
4	Very unfamiliar
5	Don't know

How effectively does the World Bank Group support Malawi's efforts ... ?																					
											Not effectively at all	Very effectively	Don't know								
C7	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	To develop better and stronger data collection/analytics systems within the Government										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	To strengthen the country's crisis preparedness										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	To identify and monitor risks										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C11. How effectively does the World Bank Group's SCD and CPF activities support Malawi's efforts to manage crisis related risks? [Please only respond if you are familiar with the WBG's Systematic Country Diagnosis (SCD) and Country Partnership Framework (CPF)]											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not effectively at all									Very effectively		Don't know



SECTION D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

In Malawi, to what extent do you believe that the World Bank Group's knowledge work and activities:												
		To no degree at all					To a very significant degree					Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are adaptable to Malawi's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not significant at all									Very significant		Don't know

D10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Very low technical quality									Very high technical quality		Don't know

**SECTION E: WORKING WITH THE WORLD BANK GROUP**

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	The World Bank Group takes decisions quickly in Malawi	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Working with the World Bank Group increases Malawi's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN MALAWI**

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Malawi? (Choose no more than TWO)	
1	Help to bring discipline/effective supervision to implementation of World Bank Group projects
2	Ensure greater selectivity in its work
3	Improve the quality of its experts as related to Malawi's specific challenges
4	Offer more innovative knowledge services
5	Offer more innovative financial products
6	Reduce the complexity of obtaining World Bank Group financing
7	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
8	Provide more adequate data/knowledge/statistics/figures on Malawi's economy
9	Engage more effectively with civil society (e.g., NGOs, CBOs)
10	Increase the level of capacity development in the country
11	Engage more directly with beneficiaries
12	Engage more effectively with private sector
13	Collaborate more effectively with Government clients (e.g., national, state, local)
14	Work faster
15	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Malawi, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Malawi? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Malawi
6	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G1. How frequently do you interact with the World Bank Group now in Malawi?	
1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

G2. How do you get most of your information about economic and social development issues in Malawi? (Choose no more than TWO)			
1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

G3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)			
1	World Bank Group's publications and other written materials	4	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	5	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)

G4. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	Dial-up

G5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?					
		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g. read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

H1. Which of the following best describes your current affiliation? (Select only ONE response)			
1	Office of the President, Prime Minister	11	Private Foundation
2	Office of Minister	12	NGO/Community Based Organization
3	Office of Parliamentarian	13	Media (press, radio, TV, web, etc.)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Trade Union
6	Local Government Office or Staff	16	Faith-Based Group
7	Bilateral Agency	17	Youth Group
8	Multilateral Agency	18	Academia/Research Institute/Think Tank
9	Private Sector Organization	19	Judiciary Branch
10	Financial Sector/Private Bank	20	Other (please specify): _____

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

H3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country?	
1	Yes
2	No

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Malawi? (Select only ONE response)	
1	The World Bank (IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

**SECTION H: BACKGROUND INFORMATION**

H5. Do your projects involve both the World Bank and the IFC?	
1	Yes
2	No

H6. Which of the following describes most of your exposure to the World Bank Group in Malawi? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H7. What's your gender?	
1	Female
2	Male

H8. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H9. Which best represents your geographic location?	
1	Northern Region
2	Central Region
3	Southern Region

Thank you for completing the survey!